

Louisiana Department of Children and Family Services

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DISASTER SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM DSNAP BENEFIT INFORMATION

LOUISIANA PURCHASE CARD (EBT)

If you qualify for Disaster Supplemental Nutrition Assistance Program (DSNAP) benefits, you can use your Louisiana Purchase Card (EBT) to buy food at participating retailers nationwide.

IMPORTANT!

Do not throw away your EBT card, as it is the only means of accessing your benefits. It is possible that additional DSNAP benefits could be deposited to your account for additional months.

If you lose or damage your EBT card, or if you need to cancel your EBT card, call EBT Customer Service at **1-888-997-1117**, 24 hours a day, 7 days a week.

To have your EBT card reissued, you **must** visit a local DCFS parish office or an DCFS Disaster Application Site.

PERSONAL IDENTIFICATION NUMBERS (PINs)

PINs are pre-assigned for DSNAP EBT cards, including replacement cards. Your pre-assigned PIN is provided to you when you receive your EBT card.

Your PIN is the 12th through 15th digits of the EBT card that was given to you. For example, if the card number is 1111 2222 3333 4567, the PIN is 3456.

PINs may be changed at any time after DSNAP benefits are available on your account by calling the EBT Customer Service desk at 1-888-997-1117 or through the internet at <https://www.ebt.acs-inc.com>. It is strongly suggested that you change your PIN from the pre-assigned PIN to a personalized PIN to prevent unauthorized access to your benefits.

Do not write your PIN on your EBT card and never tell your PIN to anyone, except a person you trust to use your benefits on your behalf. Anyone who knows your PIN will have access to all of your DSNAP benefits.

DSNAP BENEFIT AVAILABILITY

If you are eligible for DSNAP benefits, they will be placed into your account and available for you to use within three calendar days of the date you applied for assistance. Prior to shopping, call EBT Customer Service at **1-888-997-1117** to make sure your DSNAP benefits are available and to check your balance.

HOW TO USE YOUR LOUISIANA PURCHASE CARD (EBT) AT RETAIL LOCATIONS

1. Know your balance before you go shopping.
2. Swipe your Louisiana Purchase Card (EBT) through the Point-of-Sale terminal.
3. Tell the clerk which account to charge. (Supplemental Nutrition Assistance) or press the EBT button.
4. Enter your four-digit PIN on the keypad and press the OK key.
5. The amount of the purchase will be deducted from your account.
6. Ask for a receipt and check to make sure purchase amount is correct. Keep it for your records and to check the balance remaining in your account.

EBT CUSTOMER SERVICE:

1-888-997-1117

FOR THE HEARING IMPAIRED:

1-800-846-5277 (TDD)
1-800-947-5277 (VOICE)

NOTE: DSNAP benefits expire 365 days from the date they are issued. Any benefits remaining after 365 days will be lost and cannot be reinstated.

You may also view your EBT Account Information at <https://www.ebt.acs-inc.com>