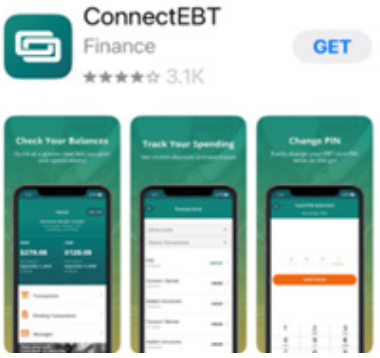
Legal Aid Society of Greater Cincinnati

How to Protect Your SNAP Benefits From EBT Skimming

SNAP/EBT Skimming happens when someone steals your PIN using hidden devices on EBT card readers. Once scammers have your information, they can drain your EBT card balance to $0. The theft usually happens in one transaction that shows up as an out-of-state purchase. The program that provided reimbursement for skimmed SNAP benefits is no longer active. If your SNAP is stolen, you cannot get it back.

What can I do to protect my SNAP?

1. Keep your EBT card locked unless you are using it:



- Download the ConnectEBT app on your mobile device.
- Log in to your account.
- Tap the "Lock/Unlock Card" icon on the home screen.
- Select "Lock My Card Everywhere" and click "OK."
- Only unlock your card when you are at the register and need to use it. Lock it again immediately after use.
- You can unlock your card by calling customer service, but you can only lock it on the app.

2. Change your eBT card PIN immediately after each purchase:

- Log on to the ConnectEBT app on your mobile device; OR
- Call customer service at 1-866-386-3071.

3. Inspect card readers at stores before you swipe your EBT card.

- Check for Loose Parts: Wiggle the card reader—if it moves, it might be fake.
- Inspect the Keypad: Make sure it's flush and feels normal.
- Pull Gently: Tug on the reader and keypad; skimmers often pop off.

If you find a skimming device, report it immediately to store management.

Oh no! My benefits were stolen. What should I do?

Request a replacement EBT card by calling (866) 386-3071. When you get the new card, you will need to set up a new PIN. You should immediately lock your card. You will not be able to get your stolen benefits replaced. The federal program that gave money to Ohio to replace skimmed benefits was not renewed by Congress.

If you and your family need help with food, please contact/visit your local food pantry. If you are not sure about resources near you, please visit the website for the foodbank that covers your county, and you will find information on pantries in your area.

- Butler, Warren: Shared Harvest Foodbank - https://www.sharedharvest.org/
- Brown, Clermont, Clinton, Hamiton, Highland: Free Store Foodbank - https://freestorefoodbank.org/

If you have questions or need legal assistance, please call the Legal Aid line at **(513) 241-9400**.

Legal Aid Society of Southwest Ohio, LLC
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