

Protect Yourself from SNAP EBT Scams

The Virginia Department of Social Services is aware of criminal attempts to steal SNAP EBT and P-EBT card information. Protect your benefits by never providing personal information to any unknown source and by changing your card PIN often. Please know that you will never be contacted and asked to provide your EBT or P-EBT card number or PIN.

Take Action Protect Your EBT Benefits

Do not respond to unsolicited texts, emails or phone calls concerning your EBT account.

- Scammers may attempt to contact you with links to access your account or alerts that your account is locked. VDSS will NEVER contact you through these methods and will only discuss your account through the official EBT Client Customer Service Helpdesk line at 866-281-2448 if you call the helpdesk line.

Routinely check your EBT card balance for unauthorized purchases and change your card PIN often. This is one of the best ways to prevent [card skimming](#). You can do both today by:

- Using the ConnectEBT [web portal](#), or download the mobile app.
- Calling Virginia's EBT Client Customer Service Helpdesk at 866-281-2448 (accessible 24 hours a day, 7 days a week).

Create a strong password for your client portal account and mobile app. A strong password must:

- Be at least eight characters long, but no more than 16 characters long, with a combination of uppercase and lowercase letters, and numbers.
- Be significantly different from your previous passwords.
- Be easy for you to remember, but difficult for others to guess.
- Not use repeat or consecutive numbers (example 1111, 1234, 4321).

Do not give your EBT card, card number, password, or PIN to anyone not authorized to use your card. Virginia EBT will NEVER ask for your EBT card number online or via text.

Examine card payment devices for signs of tampering before inserting or swiping your card. More information on how to protect your card before you make a purchase can be found [here](#).

If Your EBT Card is Compromised

If you have responded to any unsolicited call, text or website link about your benefits, please immediately contact the Virginia EBT client customer service helpdesk at 1-866-281-2448 and visit our [Fraud Reimbursement Funds](#) page.

EBT Scam Resources

- [How to Recognize and Report Spam Text Messages](#)
- [EBT Scam Prevention Home Page](#)
- [USDA EBT Skimming Information Sheet](#)

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