

## **Attention SNAP EBT and P-EBT Cardholders!**

VDSS is aware of scam and phishing attempts surrounding EBT and P-EBT cardholders. **EBT and P-EBT cardholders should protect themselves and their families by never providing personal information to an unknown or unsolicited source.** VDSS and EBT Customer Service vendors will never contact cardholders via cell phone, text, or E-mail to ask for their card number and/or PIN.

### **REPORTING & REPLACING LOST/STOLEN EBT/P-EBT CARDS**

If you lose your EBT/P-EBT card, have your card stolen, or if it has been compromised in any way – You must call your local department of social services OR the Virginia EBT Client Customer Service Helpdesk to request deactivation of the card.

Virginia EBT Client Customer Service Helpdesk number is **1-866-281-2448** and is available 24 hours a day, seven days a week. You will hear a prompt for English or Spanish, then a prompt to enter the 16-digit card number. Stay on the line! If no card number is entered, you will hear a message that says if the card has been lost, stolen, or damaged, press 4.

Once you report a card lost, stolen, or compromised, the card will be deactivated immediately. Deactivation will prevent the usage of the card should someone else attempt to use the card. A replacement card will be made available for pick up or mailed immediately.

**!!SNAP benefits lost by unauthorized use will not be refunded to you so report lost, stolen or compromised cards immediately!!**