USING YOUR SUMMER EBT (SUN BUCKS) CARD

If you have questions about your participation in Summer EBT, please contact the Montana Summer EBT hotline at **(406) 444-0044** or email **S-EBT@mt.gov**. For questions about EBT cards (non-Summer EBT) call 1-866-850-1556. This card and food benefit cannot be transferred to anyone else. If you do not want to participate in this program or use the benefit, cut through the magnetic stripe on the card and dispose of the card in a secure manner. Benefits will automatically be expunged 122 days after their issuance.

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# How do I activate the card?

1. Call 1-833-433-8263. You will need the Summer EBT card number on the front of the card.
2. You will then need to follow the instructions on the insert included with your card.
3. You will then be prompted to set a 4-digit Personal Identification Number (PIN) number.

# When to call Customer Service

1-833-433-8263

(Available 24 hours a day, 7 days a week)

* To activate your card and select a PIN
* To check your balance and transactions
* To report your card lost, stolen or damaged
* To change your PIN
* To ask questions or report problems with your card

# Where can I use the card?

You can use your EBT card at physical store locations that display the SNAP logo and supported remarks such as “EBT Accepted Here.” Authorized retailers may display the logos below on the door or at the register checkout. Online purchasing is not available with Summer EBT.

How do I take care of my card?

* NEVER tell your PIN to anyone.
* Do NOT write your PIN on your card or anywhere else in your wallet or purse.
* Sign the back of your card.
* Keep your card safe and clean. Do not bend your card, keep near magnets, etc.
* To avoid skimming/cloning (forms of EBT theft) of your benefits, change your PIN often.

****Foods you may purchase with your Summer EBT card

* Fruits and vegetables
* Meat, poultry, and fish
* Dairy products
* Breads and cereals
* Other foods such as snack foods and non-alcoholic beverages
* Seeds and plants, which produce food for the household to eat

Go to <https://www.montana.edu/extension/buyeatlivebetter/> to learn ways to shop and prepare nutritious foods for your children.

Foods you may not purchase with your Summer EBT card

* Beer, wine, liquor, cigarettes, or tobacco
* Vitamins, medicines, and supplements. If an item has a Supplement Facts label, it is considered a supplement and is not eligible for Summer EBT purchase
* Live animals (except shellfish, fish removed from water, and animals slaughtered prior to pick-up from the store)
* Foods that are hot at the point of sale
* Any nonfood items such as: Pet foods; Cleaning supplies, paper products, and other household supplies; Hygiene items, cosmetics
* Summer EBT card benefits shall not be used to pay for any eligible food purchased prior to the time at which a Summer EBT card is presented.

Disclosures

1. The State of Montana may make adjustments to benefits incorrectly posted to household accounts.
2. A household may appeal, within 90 days of the end of the summer operational period:
	1. A decision made with respect to: 1) An application the household has made for Summer EBT benefits; 2) A streamlined certification for Summer EBT benefits; or 3) A verification process or procedure.
	2. Any adverse action taken against the household by the Summer EBT program.
3. To dispute an adjustment or request a fair hearing, call (406) 444-4399.

**Non-Discrimination Statement**

Program information may be made available in languages other than English.  Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the agency (state or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: https://www.usda.gov/sites/default/files/documents/ad-3027.pdf, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant’s name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to: **mail:** Food and Nutrition Service, USDA, 1320 Braddock Place, Room 334, Alexandria, VA 22314; or **fax:** (833) 256-1665 or (202) 690-7442; 3. **email:** FNSCIVILRIGHTSCOMPLAINTS@usda.gov.

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