



EBT Frequently Asked Questions

Q: What is EBT?

A: Electronic Benefits Transfer (EBT) is a system through which recipients of government benefits may receive and use those benefits electronically on their EBT Card. Benefits are deposited electronically into the recipient's account, usually monthly, and can be used to purchase qualifying food products and cash allowance products.

Q: How does EBT work?

A: Once approved for benefits, a client will receive a plastic EBT Card, similar to a bank's debit card, in the mail. After receiving the EBT Card, the client will need to activate the card by setting a PIN for the card. This can be achieved by either calling the number on the back of the card, by using the ebtEDGE mobile application, or by going to the ebtEDGE.com website and registering an account for the card. Once the card is activated, it can be used for either Food Stamp Benefits or Cash Benefits:

- If using Food Stamp Benefits → use the card at the checkout counter from the grocery store to pay for qualifying food items
- If using Cash Benefits → use the card at an ATM to withdraw the benefits; use the card at the checkout counter from the store to pay for qualifying goods; or use the card to receive cashback at a store

Q: What Benefits will be included on the EBT Card?

A: Cardholders can have any of the following benefits on their EBT Card:

- SNAP (Food Stamps)
- WV Works (Cash Allowance)
- Child Support Incentive Payments
- Summer EBT (Seasonal Food Stamp program for children)
- Disaster Relief EBT (EBT Benefits reserved for times of natural disaster)



Electronic Benefits Transfer



Office of EBT Banking Services/Central Finance

West Virginia Office of Shared Administration
Departments of Health, Health Facilities, and Human Services

Q: When will a client receive their EBT Card?

A: Once the client is approved for EBT Benefits and their card has been ordered, it will arrive in the mail in approximately 7-to-10 business days. It is important to note that the card will appear as “junk mail” to decrease the possibility of fraud or mail theft.

Q: What if the cardholder has lost their EBT Card?

A: If the cardholder’s EBT Card is lost, or stolen or damaged, a new card can be issued to them. The cardholder may call their local DoHS Office, the Office of EBT Banking Services at 304-558-4126, the WV DoHS Customer Service Line at 1-877-716-1212, or the toll-free EBT hotline at 1-866-545-6502 to request a new card.

Q: How can the cardholder check their EBT Card balance?

A: The account balance will display at the bottom of the receipt after each transaction it is used. There are other methods to check the balance of their EBT Card:

- Call the toll-free number on the back of the EBT Card
- Check the Cash Balance at an ATM or POS Machine
- Check the SNAP Balance at a POS Machine
- Use the ebtEDGE mobile application to check the balance
- Use the ebtEDGE.com website to check the balance

Q: What if the cardholder enters the wrong PIN during a transaction?

A: The cardholder will be presented with an error message if they enter an incorrect PIN during a transaction. They will have three attempts to enter the correct PIN. If they fail to enter the correct PIN more than three times, their EBT Card will lock up for 24 hours for security purposes. This can only be reversed by using the ebtEDGE mobile application or the ebtEDGE.com website to reset the PIN of the EBT Card.

Q: What if the cardholder has other questions about their EBT Card or Benefits?

A: Please refer the cardholder to the WV DoHS Customer Service Line at 1-877-716-1212, or the Office of EBT Banking Services at 304-558-4126.