



# PROTECT YOUR SNAP BENEFITS

The Northern Illinois Food Bank SNAP Outreach Team wants you to be aware that SNAP Card Skimming is on the rise, and we do not want you to fall victim.

## What is this and what does this mean?

Card skimming devices are placed in retail chains and these devices take a copy of your link (ebt) card & pin once you swipe the card and input your pin at the time of checkout. Criminals can then use the information to make a fake link (ebt) card and steal all your SNAP benefits. You will not know your benefits were stolen until you go to the store to purchase groceries. The Department of Human Service is aware of this fraudulent activity and can replace link (ebt) cards and reimburse victims, which is why it is so important that you monitor your card and balance.

## How can you protect yourself?

- Avoid simple pins. Create a unique four-digit pin.
- Keep your card number & pin number secret, never share it.
- Beware of suspicious phone calls requesting your card and pin number
- Change your pin often, monthly if you can remember.
- Check your link (ebt) account balance often. If you see a suspicious charge, change your pin right away & report the activity to your local DHS office.
- Contact your local DHS office right away if you think you are a victim of card skimming or if your benefits were stolen.

## How can I check my balance?

- Call the Link Card Hotline: (800) 678-5465
- Set up an account on the ebtEDGE website @ <https://www.ebtedge.com/gov/portal/PortalHome.do>  
**Please note:** You must have an email address in order to use this site
- Download the Providers app @ <https://www.ioinproviders.com/>  
**Please note:** you need a smartphone in order to use this app

The Northern Illinois Food Bank SNAP Outreach team can help you with this process and understand how you can fight SNAP Fraud.

Give us a call at (844) 600-7627 or book an appointment at

<https://outlook.office365.com/owa/calendar/NorthernIllinoisFoodBankSNAPAssistance@northernilfoodbank.org/bookings/>



**NEIGHBORS.  
EMPOWERED.**

Our SNAP team is available and ready to help!  
Call or text "Food" or "Comida" to 844-600-7627