

Get Started

Select Your PIN To Activate Your Card

- You must select a 4-digit Personal Identification Number (PIN) for your card
- The PIN should be easy for you to remember but hard for others to guess
- Call **1-877-768-5098** and follow the instructions to select your PIN
- Sign the back of your card
- Your card is now active and ready for use with your PIN

PIN Safety

- DO NOT** write your PIN on your card or anything you keep with your card
- NEVER** tell your PIN to a cashier or store employee
- CAUTION:** If your benefits are stolen because someone else uses your card and PIN, benefits will NOT be replaced

Card/PIN Replacement

- If your card is lost, stolen or damaged, or
- If you forgot or would like to change your PIN,
- Go to: **ConnectEBT.com** or call Customer Service at **1-877-768-5098**
- NOTE:** One free card replacement per year, then \$2.00 for each additional card.

How To Manage Your Card

Keep Your Card

- This card never expires even if you are no longer eligible for benefits
- If you order four or more cards in a calendar year, you may be required to complete an interview with FSSA staff to explain why you keep replacing your card

Avoid Fees & Additional Charges

- You have one free ATM cash withdrawal per month
- You will be charged \$1.25 for each additional withdrawal per month
- Some ATMs have surcharges that can be added to withdrawal fees
- You can cancel a transaction if you don't want to pay the surcharge
- There is never a fee for using your SNAP benefits or making a TANF purchase

How To Check Your Balance

- Log on to: **ConnectEBT.com** or
- Call Customer Service, at **1-877-768-5098** or
- Check your last receipt for your balance
- The receipt will also list the date, merchant name, location, transaction type and amount

Benefits Are For Your Household Only!

Illegal Use Of Benefits/TANF Withdrawals

Illegal use of your benefits includes:

- Selling, trading or giving away your benefits and using or buying someone else's benefits
- Allowing a retailer to buy your SNAP benefits in exchange for cash or non-food items
- Withdrawing cash at ATMs, even with the QUEST logo, is illegal at these locations:
 - Liquor Stores
 - Adult Entertainment Venues
 - Bars & Nightclubs
 - Gun Stores
 - Private Clubs & Lodges
 - Bingo Halls
 - Casinos, Horse Racing Tracks, or Off-Track Betting (OTB) Parlors

Misusing Benefits Results In Consequences

- Misused benefits lead to program disqualifications and fines
- The State can forward cardholder information to the county prosecutor for misuse
- Convictions of a Class C Misdemeanor for illegal TANF withdrawals can result in up to \$500 in fines and 60 days in jail

Report Fraud!
Buying, selling, or otherwise misusing SNAP benefits is a federal crime. To confidentially report suspected abuse, visit:
www.usda.gov/oig/hotline.htm
or call **1-800-424-9121**

Frequently Asked Questions

What happens if I don't use all my benefits?
Your balance at the end of the month is carried over to the next month. However if you don't use your account, your SNAP benefits will be removed after 365 days of inactivity, and your TANF benefits will be removed after 180 days of inactivity.

What if adjustments are made to my benefits?
The cardholder's account may be adjusted due to errors. The cardholder has a right to notice when an adjustment is made, to request a fair hearing regarding the adjustment, and to receive provisional credit until the hearing decision is rendered. To dispute an adjustment and request a fair hearing, call **317-232-4946**.

What if my SNAP benefits are destroyed in a household misfortune?
You may be able to get replacement benefits if food purchased with your SNAP benefits are destroyed in a household misfortune like a power outage or fire. Contact FSSA for more information.

What if I have other questions about my card?
Go to **ConnectEBT.com** or call the EBT Customer Service toll-free number at **1-877-768-5098** with any questions you have about your Hoosier Works Card.
Contact FSSA if you need to report a change of address or changes in your household, need to check on your benefit status, or to inquire about the recertification process. Go to www.DFRbenefits.IN.gov (24/7) or call FSSA at 1-800-403-0864 from 8:00am-4:30pm local time for assistance with your case or application for benefits.

USDA Nondiscrimination Statement

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotope, American Sign Language, etc.), should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992.

Submit your completed form or letter to USDA by:

- mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
- fax: (202) 690-7442; or
- email: program.intake@usda.gov.

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Welcome to the Indiana Hoosier Works EBT Card



This guide provides information about using your Indiana Hoosier Works EBT Card.

You can use this card to access your SNAP (food) and TANF (cash) benefits.

To see your balance amount, history and other information, visit:

www.ConnectEBT.com

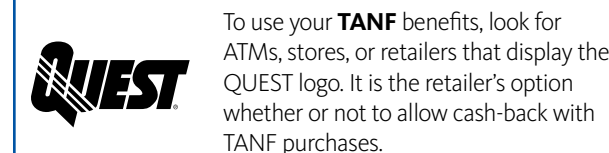
Call 1-877-768-5098 (Toll-Free)

24 hours a day / 7 days a week

TTY: 711

How To Use Your Hoosier Works Card

To use your SNAP benefits, look for stores and retailers that display the QUEST logo or have signs that read **'EBT Accepted Here'** or **'SNAP Accepted Here'**.



Food purchased with SNAP must be received at the time of purchase. (Exception: You may use SNAP to purchase shares in a CSA (Community Supported Agriculture) up to 14 days in advance of receiving the share of food.) You cannot use SNAP to pay for food that was received at an earlier time.

NOTE: You cannot use your SNAP benefits to pay for past or future purchases.

BUYING GROCERIES

- Select "EBT" on the merchant's terminal and enter your 4-digit PIN
- Select or tell the cashier which benefit account to charge (SNAP or TANF)
- Keep your receipt — it shows your account balance
- SNAP transactions are unlimited and there is no minimum dollar amount per transaction

GETTING CASH AT AN ATM

For Cash Benefits Only

- Insert your card and enter your 4-digit PIN
- Select "Withdraw from Checking"
- Enter the amount of cash you want; most ATMs give only \$20 bills (\$20, \$40, \$100, etc.)

GETTING CASH BACK WITH A PURCHASE

For Cash Benefits Only

- Select "EBT" on the merchant's terminal and enter your 4-digit PIN
- Select or tell the cashier to charge your cash account
- Tell the cashier the amount of cash you want or enter the amount on the terminal

IF PHONE SYSTEM IS DOWN...

- A retailer can process a SNAP manual voucher if the merchant terminal is not working
- Retailer will complete the manual voucher with details of your purchase and card information
- You will be required to sign the completed manual voucher
- DO NOT write your PIN on the voucher
- Your SNAP account will be charged when the system is back online