

# Welcome to the Michigan Bridge Card!

The Michigan Bridge Card is a fast, convenient, and easy way to get and use your cash and/or food benefits.

## IMPORTANT INFORMATION

Keep this information for future reference

### DO NOT THROW THIS CARD AWAY!

(Even if your case closes.)

- Sign and print your name in ink on the back of your card.
- **DO NOT** bend or fold your card.
- **DO NOT** scratch or write on the black stripe on the back of your card.
- **DO NOT** wash your card or get your card wet.
- **DO NOT** leave your card near magnets, TVs, VCRs, stereos, or microwaves.
- **DO NOT** leave your card in the sun or other hot places like the dashboard of your car.
- **DO NOT** sell, trade, or give away your food assistance benefits, PIN, or Michigan Bridge card.

### How to use your card at the store:

1. Give your card to the clerk or slide your own card. The clerk enters your food/cash purchase and/or cash withdrawal amount. The clerk should not leave the area with your card.
2. Check the amount that shows in the machine window.
3. Make sure the amount on the receipt is the same as the amount you spent. If the receipt is wrong, tell the clerk right away. Keep the receipt as a record of your current balance.

Department of Human Services (DHS) will not discriminate against any individual or group because of race, sex, religion, age, national origin, color, height, weight, marital status, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to a DHS office in your area.

**Comuniquese con su oficina local para recibir estas instrucciones en Español.**

**You must select a 4-digit PIN before you use your card. Call Customer Service at 1-888-678-8914 (voice), 1-800-649-3777 (TTY) to select your new PIN.**

**Select a Personal Identification Number (PIN) that is easy to remember and memorize your PIN.**

If the cash or food benefit case is in your name, or you are an authorized representative with access to someone else's food benefits, you will need the following information to select your PIN:

- Card number (16 digits on the front of your card).
- Last four digits of the Social Security number for the person whose name is on the case. If this person does not have a Social Security number enter four zeroes.
- Date of birth for the person whose name is on the case.

If you are a protective payee with access to someone else's cash benefits, you will need to enter the following information:

- Card number (16 digits on the front of your card).
- Four zeroes for the Social Security number.
- Date of birth for the person whose name is on the case.

## Bridge Card Customer Service

 **1-888-678-8914**

**Call 24 hours-a-day, seven days-a-week if:**

- You just received your first card and need to select a PIN.
- Someone is using your card without your approval.
- Your card is lost or stolen.
- You need to know your food assistance or cash balance and you cannot find your last store receipt or go to [www.ebt.acs-inc.com](http://www.ebt.acs-inc.com).
- You forgot or want to change your PIN.
- Your card does not work.

[www.ebt.acs-inc.com](http://www.ebt.acs-inc.com)

### How to use your card at an ATM:

1. Insert your card into the ATM.
2. Enter your PIN.
3. Press the button for **WITHDRAWAL**.
4. Press the button for **CHECKING**.
5. Enter the dollar amount.
6. If the ATM screen tells you that a surcharge will be charged and you do not want to pay it, cancel the transaction by pressing the **CANCEL** key.
7. Press the button for **CORRECT** to go on if the amount is right, or **CANCEL** to stop if the amount is wrong.

المرجو الاتصال بمكتبكم المحلي للحصول على هذه التعليمات و كيفية الاستعمال باللغة العربية.