



PIN (Personal Identification Number):

This four number code must be used with your card. It is very important to keep your code a secret.

What to Do if: The System is Not Working or The Store Does Not Have a Card Reader

The clerk may fill out a manual voucher, for your food purchases.

MANUAL VOUCHER	
□□□□□□□□□□	\$□□□.□□
Card Number	Amount
Print Cardholder Name	
Cardholder Signature	Date
Cardholder Verification Statement. Merchant Altered Voucher Warning Statement.	

This voucher will list:

- Your card number
- The amount of your food purchase.

After the clerk fills in the voucher, the clerk will call to see if you have enough benefits to buy the food. Before you sign, make sure the amount on the voucher is correct. If it is, sign the voucher, and you will be given a copy of the voucher. Keep this voucher so you can subtract this amount from your balance. This will give you the correct amount in your account.

It may take a few days for the amount to be subtracted from your account.

Legal Notice

- Misuse or abuse of your card will result in investigation by State and/or Federal authorities. Documented violations will result in sanctions including:
 - Disqualification from program
 - Recovery through recoupment/restitution
 - And/or referral for Criminal prosecution
- *It is a crime to defraud the system or to sell your card and PIN to others!* Repeated loss and replacement of your card may result in a special investigation of your case.

When to Call Customer Service



1-800-997-2555

This is a free call.

Customer Service is open **24 hours a day, 7 days a week** to answer any questions you may have about how to get your benefits.

The customer service number is first answered by a computer. You will be asked questions to help direct your call.

Call to find out:

- Where you can use your card.
- Your account balance.



Call 1-800-997-2555 if:

- You have questions or problems using your card or secret PIN.
- Your card is lost or stolen. You must report this immediately.
- Your card does not work.

*Commonwealth of Massachusetts
Department of Transitional Assistance
BSC-EBT (6/2005)
09-525-0605-05*

HOW TO USE

YOUR

BAYSTATE

ACCESS

CARD



TO

MAKE

FOOD

PURCHASES

Welcome to Bay State CAP

Your food assistance benefits are kept in a special account for you until you want to use them. This brochure tells you how.

Where to Use Your Card

You can use your card to get your benefits where you see this mark:



➔ **ACCEPT FOOD ASSISTANCE BENEFITS**

How to Use Your Card at the Store



1. Before you shop, check your last receipt to find out how much money is in your account, or call **1-800-997-2555** for your balance.



2. Look for the Quest® mark on the door or window of the store.



3. At check-out, you swipe your card through the machine.



4. You enter your secret PIN on the number pad, then press **Enter**.

5. Tell the clerk how much money to enter or enter the amount yourself. Remember, you can only buy food items with your food benefits.



6. Always check your receipt to make sure that the amount on the EBT receipt is the same as the grocery receipt.

Benefit Availability

- You will receive your benefits on the same day every month.
- Based on the last digit of your SSN you will receive your benefits on the following **dates:**

SSN Ending	Benefits Available
-0	1
-1	2
-2	4
-3	5
-4	7
-5	8
-6	10
-7	11
-8	13
-9	14

When you receive your account balance(s) and the amount is higher or lower than you expect, you may call 1-800-997-2555 and obtain your last ten (10) transactions on your account.

Your PIN



PIN stands for Personal Identification Number.

- Your secret PIN is your electronic signature. It is the key that unlocks your benefit accounts.
- To use your card, you must enter your 4 number secret PIN into the machine.
- Keep your secret PIN a secret.
- Never write your secret PIN on your card.
- Never let anyone see you enter your secret PIN at a machine, even a store clerk.
- Never give anyone your card or secret PIN. If a person has your card and knows your secret PIN, they can use ALL of your benefits.
- If someone else uses your secret PIN and card, your **BENEFITS WILL NOT BE REPLACED**.

How to Take Care of Your Card/PIN

- Keep your card in a safe place when you are not using it.
- Never write your secret PIN on your card.
- Do not damage or bend your card.

- Do not write on or scratch the black stripe on the back of your card.
- Do not put your card near magnets, TV's, stereos, VCR's, or even the magnetic clasp on a purse.

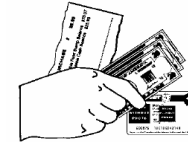
Safety First



- Have your card ready.



- Never let anyone see you enter your secret PIN.



- Put card and receipt away quickly.

Words to Remember



EBT (Electronic Benefit Transfer):
The way you will get your food assistance benefits.



POS Machine (Point of Sale Machine):
This machine reads your card so you can buy food with your food stamp benefits. This can also be called a card reader machine.