



# EBT Card Lock/Unlock Feature Is at Your Fingertips!



Virginians can protect their SNAP electronic benefits transfer (EBT) cards from scammers with the quick and easy lock/unlock tool on their phones.

This new feature allows cardholders with the ConnectEBT app to secure their benefits at the touch of a button.

*Locking your card is simple!*

1



Download or open the ConnectEBT app\* on your mobile device.

2



Securely log into your account and tap the new "Lock/Unlock" icon on the home screen.

3



Select "Lock My Card Everywhere" and click "OK."

### Lock My Card Everywhere

Card will be locked for in store and online purchases

Cancel

OK

Your card is now locked and your benefits are protected! Whenever you go shopping, use the app or ConnectEBT.com web portal to unlock your card and lock it again after you check out.

For more information, visit [www.dss.virginia.gov/EBTLockUnlock](http://www.dss.virginia.gov/EBTLockUnlock) or scan the QR code at right.

Remember, if you ever suspect your EBT card was compromised or used without your consent, call the Virginia EBT Client Customer Service Helpdesk at 866-281-2448.



scan me

*\*The ConnectEBT app by Conduent Inc. is available for free in both the Apple and Google Play (Android) app stores. Please avoid using third-party apps that offer coupons and require your login information. These may be fake apps used by criminals to steal your benefits!*



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