

June 5, 2020

## Help with P-EBT Card Use

### How to Activate (PIN) a P-EBT Card

You will need the letter DTA sent you in the mail to activate the card.

The Massachusetts EBT vendor was not able to change the automated prompts you hear when you call to PIN a card, and unfortunately, some of the automated instructions are inaccurate for P-EBT cards. Instead, please follow the steps below:

Call the EBT card phone number on the back of your P-EBT card: 800-997-2555.

Enter your P-EBT card number (it is an 18-digit number).

You will then be prompted incorrectly to enter the last four digits of your Social Security number. Do not enter the last 4 digits of your Social Security number. For the P-EBT cards, you must enter the last four digits of your child's case number that was provided on the DTA letter you received in the mail.

Then enter your child's date of birth using a two-digit month, two-digit day, and four-digit year (example: 04/06/2005).

For more information, visit: [map-ebt.org](http://map-ebt.org). Questions? Call Project Bread's FoodSource Hotline at 800-645-8333.

Sincerely,

Jeffrey C. Riley  
Commissioner

If you cannot view the attached document, please refer to the "Sponsor Email History" menu in the DESE Security Portal to view this email and attachment.