



Keep your Electronic Benefit Transfer (EBT) card and Department of Transitional Assistance (DTA) benefits safe

Learn more: [Mass.gov/ProtectYourEBT](https://www.mass.gov/ProtectYourEBT)

Más información: [Mass.gov/ProtejaSuEBT](https://www.mass.gov/ProtejaSuEBT)

- There have been reports of people receiving **scam text messages** noting their SNAP (Food Stamps) EBT card has been blocked. This is not from DTA.
 - Never provide your personal information or EBT card number to unidentified callers or in a link provided via text.
- We have seen an increase of EBT users having benefits taken from their account because someone has gotten their card and PIN information.
 - Clients are strongly encouraged to **change their EBT card PIN** before each time they get their benefits to protect against EBT card **skimming theft**.
 - Call 800-997-2555 (the number on the back of your card) to change your PIN. You do not need a new card.
 - If any DTA client believes they may have fallen victim to a skimming or phishing scam, they are encouraged to report it to DTA's fraud hotline at 1-800-372-8399.