

nfAptSuite addressLine1
addressLine2
city, state zipCode

Case Identifier: caseReference
Phone Number: nfPhoneNumber
Date Generated: nfDateGenerated

nfCounty nfLocation
nfAptSuite addressLine1
addressLine2
city, state zipCode

correspondentName
nfAptSuite addressLine1
addressLine2
city, state zipCode

Important Notice about Help Buying Food During COVID-19 Pandemic

You are receiving this letter because one or more children in your household normally has access to free or reduced-price lunch at school. Due to the increase in online learning and reduction of in-person school attendance caused by the COVID-19 pandemic, your household is now eligible to receive additional benefits on an EBT card to help you buy food for your children. You can receive this benefit and continue to receive any other benefits you already use, including free meals for your children at local school and community meal sites.

You may continue to use the P-EBT card you previously received to access these benefits. If you already receive Food and Nutrition Services (FNS) the P-EBT benefits will be loaded on your active FNS EBT card, you will not receive an additional P-EBT card. If you have lost or destroyed your P-EBT card you can order a new card by:

1. Visiting www.ebtedge.com if you created an account prior to losing or destroying the card.
2. Using the **EBT Edge** mobile app (can be downloaded on Google Play or Apple Store) if you registered your phone prior to losing or destroying the card.
3. Contact the North Carolina **EBT Call Center at 1-866-719-0141** to order a replacement card.
Follow the instructions on how to activate and use your new P-EBT card when your new card arrives.

How to Activate Your P-EBT Card:

Your household will receive a P-EBT card in the mail pre-loaded with food benefits. The card works just like a debit card. The P-EBT card can be used to purchase food items at EBT authorized retailers, including most major grocery stores.

Before you can use your card, **you must first activate your card** and select a Personal Identification Number (PIN). There are **three ways to activate your card** or check your balance:

1. Visit www.ebtedge.com. Click on More Information under EBT Cardholder. You will be prompted to login and/or register your account.
2. Download the **ebtEDGE** mobile app. The app is available as a free download on the [Apple Store](#) and [Google Play](#).
3. Call **1-888-622-7328** and follow the prompts to activate your PIN.

You will be asked for your activation code. It is the date of birth of the youngest school age child in your household. Enter the date of birth using two digits for the month, two digits for the day, and four digits for the year. For example, if the date of birth is June 1, 2008, you would enter 06012008. **Note: If there are multiple children in your household it may be necessary to try each child's date of birth to successfully activate your P-EBT card.**

Thing to remember about your P-EBT benefits?

- P-EBT benefits don't have to be used all at one time; unused P-EBT benefits will automatically rollover to the next month;
- Any benefits not used after one year will expire from your account;
- Benefits are intended to buy food for eligible children as a result of the school closure;
- You may decline this benefit by destroying your EBT card;
- P-EBT benefits do not impact your immigration status and will not impact a future immigration application you may file.

Items you CAN Buy with a P-EBT Card:

- Breads, cereals, Fruits, Vegetables
- Meats, fish and poultry
- Dairy products
- Bottled water and non-alcoholic beverages
- Seeds and plants that produce food, such as

Items you CANNOT Buy with a P-EBT Card:

- Beer, wine, liquor, cigarettes or tobacco
- Any nonfood items, such as: pet foods, soaps, paper products and household supplies
- Vitamins and medicines
- Hot foods or foods that are already prepared in the

If you have any questions about your P-EBT card you can call the North Carolina EBT Call Center at 1-866-719-0141.