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city, state zipCode

Case Identifier: caseReference
Phone Number: nfPhoneNumber
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nfCounty nfLocation
nfAptSuite addressLine1
addressLine2
city, state zipCode

correspondentName
nfAptSuite addressLine1
addressLine2
city, state zipCode

Important Notice about Pandemic Electronic Benefit Transfer (P-EBT) for Children Under the Age of Six

You are receiving this letter because one or more children in your household is under the age of six (6) and is now eligible for additional benefits to help you buy food for your child during the COVID-19 pandemic. This program is called Pandemic-EBT (or P-EBT) and is run by the North Carolina Department of Health and Human Services. There is no application for P-EBT. Your child is eligible for these benefits as long as they meet the following conditions:

- Under the age of six (as of October 1, 2020); AND
- Is a member of a household that received Food and Nutrition Services (FNS) at any time since October 1, 2020; AND
- Is not already receiving P-EBT benefits as a student in a North Carolina school; AND
- A public school in your county was closed or operating with reduced attendance during the 2020-2021 school year; AND
- At least one public school in your county is operating in a fully virtual or a combined virtual and in-person learning mode.

If your child received or begins to receive P-EBT benefits because they are enrolled in an eligible North Carolina school (Pre-Kindergarten through 12th grade), they will not be eligible for additional P-EBT benefits. If the household's FNS case closes, P-EBT benefits will end with the last month of FNS.

P-EBT benefits will be provided to eligible households for the months of October 1, 2020 to July 31, 2021. Your first issuance will be issued to you within the next 30 days. The first issuance will include benefits for any prior months that you were eligible and will not be representative of your ongoing level of benefits. Continued eligibility and the amount eligible children receive could change month-to-month depending on how public schools in your county are operating, whether in a remote (100% virtual instruction) or hybrid (combination of virtual and in-person instruction) learning mode. After your initial issuance your benefits will be issued retroactively on a monthly basis as long as the child remains eligible. If all public schools in your county begin operating in a fully in-person learning mode, P-EBT benefits for children under six (6) in that county will come to an end.

The P-EBT benefits will be loaded on your active FNS EBT card.

How to Check Your EBT Card Balance or Order a New Card if you Have Lost or Destroyed Your EBT Card:

There are three (3) ways to check your balance or replace your card:

1. Visit www.ebtedge.com. Click on More Information under EBT Cardholder. You will be prompted to login and/or register your account. Once registered you can check your balance, see when benefits are loaded, and request a new card.
2. Download and use the **EBT Edge** mobile app (can be downloaded on Google Play or Apple Store).
3. Contact the North Carolina **EBT Call Center at 1-888-622-7328** and follow the prompts.

The EBT card can be used to purchase food items at EBT authorized retailers, including most major grocery stores.

Items you CAN Buy with a EBT Card:

- Breads, cereals, fruits, vegetables
- Meats, fish, poultry & dairy products
- Bottled water and non-alcoholic beverages
- Seeds and plants that produce food

Items you CANNOT Buy with a EBT Card:

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

Other Information to Know and What to do if you Have Questions

You can receive this benefit and continue to receive any other benefits you already use, including community meal sites. Receiving P-EBT benefits does not impact your immigration status and will not impact a future immigration application you may file. Selling SNAP benefits for cash is illegal and punishable by criminal prosecution. You do not have to spend all of your benefits at one time. The benefits you receive will remain available up to 365 days.

Have More Questions?

If you have general questions about P-EBT, please visit North Carolina's P-EBT website at www.ncdhhs.gov/pebt. If you need further assistance you can call the EBT Call Center at **1-888-622-7328 or 1-866-719-0141**. If you are immediately disconnected when you call, it means there are too many people waiting to speak to a representative and you should call back at a later time.