



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations for
Human Services

Date: October 20, 2021

Dear County Directors of Social Services

Attention: Food and Nutrition Services (FNS) and Work First Family Assistance (WF)
Managers and Supervisors

Subject: New security option for EBT cardholders

Priority: Information Only

The EBT vendor has added a new option that puts the power in the cardholder's hands to manage benefit usage when a card is misplaced. The Freeze Card feature will allow cardholders to disable their card from being used for financial transactions as a self-service option in the Cardholder Portal and Mobile Application.

A new card status will be utilized to allow the cardholder to temporarily inhibit transactions from occurring and benefits being used. The cardholder can seamlessly unfreeze the card in the Cardholder Portal and Mobile application, returning the card status to active and allowing transactions to occur.

When the cardholder freezes the card, the following transactions **will not** occur:

- Food Purchase
- Cash Purchase
- Cash Withdrawal
- Child Care Transfers
- PIN select/change
- Balance Inquires

When the cardholder freezes the card, the following transactions **will** occur:

- Adjustments and Adjustment Holds
- Internet Transaction Returns
- Repayments
- Benefit Cancellations
- Benefit Authorizations and Benefit Availability

Please see the attached Freeze-Unfreeze EBT Card Overview for more detailed instructions.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • ECONOMIC AND FAMILY SERVICES

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Submit any questions regarding this information to the DHHS Operational Support Team (OST) at DSS.Policy.Questions@dhhs.nc.gov.

Sincerely,

A handwritten signature in blue ink that reads "Carla West".

Carla West, Senior Director for Economic Security
Division of Social Services, Economic and Family Services Section

CLW/rc

EFS-FNSEP-86-2021

Attachment (1):
Freeze-Unfreeze EBT Card Overview