

NEWS RELEASE

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FOR IMMEDIATE RELEASE



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New fraud protection feature coming to SNAP EBT cards May 13

SUMMIT COUNTY, OHIO— Beginning May 13, a new fraud protection feature will be added to SNAP EBT cards, including Summer EBT/Sun Bucks cards, to help protect benefits from theft.

The update will automatically place cards in a “Block High-Risk Transactions” status. This added protection is designed to reduce fraud, particularly unauthorized online purchases and transactions made outside of Ohio.

Cardholders can continue to use their EBT cards at Ohio grocery stores as they do today. There is no change to in-state shopping.

If a cardholder plans to make a purchase online or outside of Ohio, they will need to temporarily remove the block before completing the transaction. The block can be turned off and back on at any time using the ConnectEBT mobile app, website, or customer service line.

This update comes in response to ongoing incidents of electronic benefit theft, where criminals use stolen card information to access benefits. The new feature provides an added layer of protection for cardholders without requiring action for everyday use.

Cardholders who want additional security may also choose to use the “Lock Everywhere” feature, which blocks all transactions until the card is manually unlocked.

For assistance, cardholders can:

- Use the ConnectEBT app or visit www.connectebt.com
- Call customer service at 1-866-386-3071

Support is available 24 hours a day.

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