

# Summer EBT for Children (SEBTC) Helpful Hints



## EBT Packet:

- Along with the helpful hints, the following are included in your Summer EBT packet:
  - Benefit card: EBT card to use for the 2024 benefit period
  - Shopping list which shows:
    - The start and end date for benefits
    - The amount of each kind of food available during each benefit period
  - Food card: list of approved foods, chosen by USDA nutrition experts.
  - Shopper app flyer: The shopper app can be used to check your balance, scan barcodes while in the store to find out if a product is approved and in your balance, find store locations and more.
  - Store list: list of approved grocery stores participating in the Summer EBT program.
  - Farmers' market flyer: list of approved farmers' market and farm stand locations

## When shopping:

- You can shop multiple times each month – you do not have to buy all the food at once.
- At the store checkout:
  - Tell the cashier you will be paying with Summer EBT and show your card.
  - When instructed, swipe your card and enter your PIN.
  - All foods which are approved and in your balance will be paid for by Summer EBT and will be removed from your balance. Foods not on the approved list or not in your balance can be voided by the cashier before you approve the sale, or you may pay for them with another form of payment.
- Your receipt shows your remaining balance and when the benefits expire.
- You cannot use your WIC card, SEBTC card or Packed Promise card in the same transaction. Please separate items for each program into different transactions.

## Need help?

- Call Chickasaw Nation SEBTC at (580) 272-1178 or (844) 256-3467 (8 a.m. to 5 p.m., Monday-Friday) to:
  - Report your card as lost, stolen or damaged and get a replacement card.
  - Update your address and/or phone number.
  - Report a shopping problem (call while in the store, if possible). If it is after hours or on weekends, take a picture of the receipt, the error on the register screen, or the products you were not able to purchase and call us the next business day.
  - Ask additional program questions.
- Use the EBT customer service line (866) 358-8767 to:
  - Set a PIN before shopping (use the oldest school-age child's birth date when requested).
  - Check your balance (also shown on grocery receipts and Shopper app).

Summer EBT for Children is an initiative of the Chickasaw Nation.

USDA is an equal opportunity provider and employer.

This material is based upon work that is supported by the Food and Nutrition Service, U.S. Department of Agriculture.



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- Frequently asked questions and answers can be found at [Chickasaw.net/SummerEBT](http://Chickasaw.net/SummerEBT).

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