



Frequently Asked Questions (FAQ) Card Verification Value (CVV) Enablement

1. Why is CVV being implemented on Electronic Benefits Transfer (EBT) cards?

CVV enablement supports increased theft protection for EBT cardholders.

2. What is the timeline of the roll-out?

EBT replacement cards and activation instructions were mailed on 02/15/2022 through 03/11/2022. CVV enablement will go into production in late April 2022.

3. Will I be getting a new EBT card?

All EBT cards printed since October 2019 have the CVV functionality. If you received a card prior to this, you will receive a replacement card.

4. How will I know if my EBT card has CVV functionality?

CVV functionality is not visible on the card, however all EBT cards printed since October 2019 have the CVV functionality.

5. I received my replacement card, what do I do now?

Activate your new card simply by using it, which will deactivate the old card. Once your new card is activated, destroy your old EBT card and dispose of it. If you do not activate the replacement card within 30 days from the date of receipt the old card will automatically deactivate.

6. What do I do if I am having problems with my new EBT Card?

If you are experiencing problems with your new EBT card, please contact EBT Customer Service at (877) 328-9677.

7. What if I do not receive a new EBT Card?

Not everyone will receive a new EBT card. Only customers who were issued their EBT card prior to October 2019 will receive a new card. If you do not receive your new card, please contact EBT Customer Service at (877) 328-9677.

