

Pandemic-EBT

Virtual/Remote Learning 9/2020

IMPORTANT INFORMATION!!!

Please read this flyer carefully. Students who are learning virtually for at least 5 consecutive days and are eligible for free or reduced price meals are eligible to receive a P-EBT benefit this fall. If you received a P-EBT benefit this past spring or summer, the new benefit will be automatically added to your card. It is not necessary to contact the school about this benefit. All eligible students will be submitted for benefits by the school division. Benefits will be issued between September 30 and October 15, 2020. If you have questions about P-EBT after this date or want more information, please visit the [DSS P-EBT webpage](#) to submit your question and receive a response.

As a reminder, the Virginia P-EBT Card will have food assistance benefits on it that can be used for food items anywhere SNAP benefits are accepted.

Participation in the program is voluntary. If you choose not to participate in the program, please dispose of the card by cutting through the magnetic stripe and discarding it in a secure manner. You will not be able to redeem the food benefits, nor can you transfer the card to someone else.

If you have questions, please visit the [DSS P-EBT webpage](#) to submit your question.

Question 1

What happens next?

Your existing PEBT or EBT card will be loaded with a benefit. If you do not have a card, a pre-loaded Virginia P-EBT Card will come in the mail addressed to the *parent or guardian's name*, as listed in local school division records. If you lost or discarded your P-EBT card, call **1-866-281-2448**.

Question 2

What if my child already receives SNAP benefits?

If your child(ren) receive SNAP benefits, the P-EBT benefits will be loaded onto your SNAP card, for most families. If the state was not able to match your information, you received a P-EBT card and benefits will be loaded to it.

Question 3

What if I lost or threw away my card?

If you lost or no longer have your card, call **1-866-281-2448** to request a replacement card. Please allow 7-10 business days for mail processing.

Question 4

How do I activate the card?

- If you activated your P-EBT card, no need to do it again. Secure information detailing **how to PIN your card will be included in the envelope** with a new card. There are three ways to activate a new P-EBT card or manage your benefits. Call 1-866-281-2448, logon to <https://www.connectebt.com/>, or download the ConnectEBT app on a mobile device.

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The card you will receive will look like the card below. It can be used to purchase food items anywhere SNAP or EBT cards are accepted.

Question 5

How do I use the card?

Once activated, the card can be used to purchase eligible food items anywhere SNAP cards are accepted. You will need to use the PIN number you created when activating the card each time you shop. The card can be used in the point of sale device, just like a debit card or can be handed to the cashier.

Question 6

How much will be on the card?

The benefit amount will vary depending on when your school opened for the new school year and if your school is operating 100% virtual or a hybrid model.

Question 7

Do I have to use all of my benefits at once?

No. The money will carry over on the card from month to month. After one year, unused P-EBT benefits will be removed from the card.

You may be eligible for additional assistance with food, medical insurance, and other VDSS programs. Apply online at <https://commonhelp.virginia.gov>.

This institution is an equal opportunity provider.

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