

P-EBT Replacement Card Instructions

Call 1-866-281-2448, logon to <https://www.connectebt.com/>, or download the ConnectEBT app on a mobile device.

P-EBT card accounts did not use the parent/guardian's Social Security Number (SSN) or the parent/guardian's date of birth (DOB). When P-EBT households use the automated system, (phone, website, or mobile app) to request a replacement card or access account information, they should use the following information at each step.

- **"Enter P-EBT card number"** - for replacement card, bypass by pressing "2" to use personal information.
- **"Enter primary cardholder's SSN"** - all PEBT cardholders must enter 000000000, not their own SSN.
- **"Enter primary cardholders DOB"** - all P-EBT cardholders should enter the oldest student's DOB, if there was more than one student's benefits on the card. It is the same student DOB that was used to PIN the card.
- **"Enter PIN"** - PEBT cardholders should enter the PIN of the card they are seeking to replace.