

News Release

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ODHS encourages people in Oregon to protect their EBT food and cash benefits from electronic theft

Need to know

- Take steps today to keep your EBT card safe from electronic theft
- The ebtEDGE website and mobile app are the only safe places to manage your benefits
- People with EBT cards are encouraged to lock their cards when not in use and block out of state and online purchases

(Salem, OR) - Electronic benefit theft is on the rise. The Oregon Department of Human Services (ODHS) is encouraging people to take steps to protect their Electronic Benefit Transfer (EBT) cards from electronic theft. Electronic theft includes [card skimming](#), card cloning, phishing and other similar methods.

“We know that many individuals and families in Oregon rely on the food and cash assistance they receive through their EBT cards to meet their basic needs and to get enough healthy food for themselves and their families,” said Claire Seguin (she/her), director of the ODHS Self-Sufficiency Programs. “We urge everyone with an EBT card to take these simple steps to protect their benefits.”

How to protect your EBT card

Follow these three top tips for protecting your food and cash benefits:

- **Freeze your card between uses:** When you’re not using your EBT card, freeze the card for extra protection. Simply unfreeze it when you’re ready to make a purchase.

Visit the [ebtEDGE website](#) (ebtEDGE.com) or use the ebtEDGE mobile app and find "Freeze Card" under "Account Services."

- **Block out-of-state and online purchases:** You can block these purchases to protect your card from unauthorized use.

Visit the [ebtEDGE website](#) or use the ebtEDGE mobile app and find "Protect My Account" under "Account Services." You can remove blocks at any time.

- **Monitor your EBT account activity:** Make a habit to check your account regularly for any unusual charges.

If you see a charge you didn't make, [report it immediately](#). Cancel your card and call the replacement line at 855-328-6715 or go to an [ODHS benefits office](#).

Remember, the ebtEDGE website and ebtEDGE mobile app are the only safe places to manage your benefits. Bookmark the [ebtEDGE login page \(cardholder.ebtedge.com\)](#) in your browser for quick access. Download the app on the [Apple App Store](#) or get it on [Google Play](#). Do not use any other website or app to check benefits.

And, beware of scams. Only trust social media posts and messages from [ODHS official accounts](#). Do not provide your EBT card number or PIN by phone or text. We will never ask for your benefits card information on social media.

Go to www.oregon.gov/odhs and search for "protect your EBT card and benefits" for more tips.

If your benefits are stolen

Cancel your card immediately and request a replacement card.

- Weekdays: Call 855-328-6715.
- Weekends: Call 888-997-4447 to cancel your card. Then, during weekdays, call 855-328-6715 to request a replacement card.

How to request replacement benefits

SNAP benefits stolen through electronic benefit theft after December 20, 2024, cannot be replaced.

Temporary Assistance for Needy Families (TANF) benefits stolen through electronic theft can be replaced. You can request replacement of stolen TANF benefits by contacting:

- Your family coach
- The ONE Customer Service Center at 1-800-699-9075

- A local ODHS benefits office. Find an office online at <https://www.oregon.gov/odhs/pages/office-finder.aspx>

Resources to help meet basic needs

- Find a food pantry: foodfinder.oregonfoodbank.org
- Learn about government programs and community resources for older adults and people with disabilities: Aging and Disability Resource Connection of Oregon at 1-855-673-2372 or www.adrcoforegon.org.
- Dial 2-1-1, or text your zip code to 898-211, www.211info.org
- Find local resources and support by contacting your local Community Action Agency: <https://www.caporegon.org/>