

# How to Use Your P-EBT Card

While schools are closed due to COVID-19, North Carolina's Pandemic Electronic Benefit Transfer (P-EBT) program provides extra help to families buying groceries whose children normally receive free and reduced price lunch at school. If your family is eligible for P-EBT and already receives the Food and Nutrition Services (FNS) benefit, you will receive an additional benefit on your existing EBT card. If your family is eligible for P-EBT and not already enrolled in FNS, you will receive a new P-EBT card in the mail.

## How to Use Your P-EBT Card

- When you go through a checkout line, you will pass or swipe the P-EBT card through the machine just like a bank debit card.
- You will be asked to enter your four-digit Personal Identification Number (PIN) code.
- The cost of the food is automatically subtracted from your P-EBT account balance.

## Checking Your Balance

Your account balance will be printed on your receipt after you make a purchase. Additionally, you can check your balance 24 hours a day, seven days a week. To check your balance using your card number, you can:

- Visit [www.ebtedge.com](http://www.ebtedge.com). Click on "More Information" under EBT Cardholders.
- Download the ebtEDGE mobile app. The app is available as a free download on the Apple Store and Google Play.
- Call 1-888-622-7328.

## Keeping Your PIN Safe

- If you're not currently enrolled in FNS, you will set a four-digit PIN when you activate your card.
- To change your PIN, call the toll-free number on the back of your EBT card and follow the automated instructions to change the PIN.
- If you forget your PIN, you must call 1-888-622-7328 to get a new PIN.

## Where You Can Make Purchases

- You can use your P-EBT card to purchase food items at EBT authorized retailers, including most major grocery stores.
- You can also use your EBT card to purchase groceries online at Amazon and Walmart.

### Items you CAN Buy with a P-EBT Card:

- Breads and cereals
- Fruits and vegetables
- Meats, fish and poultry
- Dairy products
- Seeds and plants that produce food, such as tomato and cucumber seeds
- Bottled water and non-alcoholic beverages

### Items you CANNOT Buy with a P-EBT Card:

- Beer, wine, liquor, cigarettes or tobacco
- Any nonfood items such as pet foods, soaps, paper products and household supplies
- Vitamins and medicines
- Hot foods or foods that are already prepared in the store

For more information, visit [www.ncdhhs.gov/PEBT](http://www.ncdhhs.gov/PEBT).



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