



VIRGINIA DEPARTMENT OF  
SOCIAL SERVICES

# Growing Customer Control – EBT Fraud Features

*April 2025, Juanita Hayes*

# What is non-customer EBT fraud/theft?

## Customer Fraud

- Customer misrepresentation
- Customer-Retailer collusions
- Selling cards
- Etc...

## Non-customer Fraud/ Theft

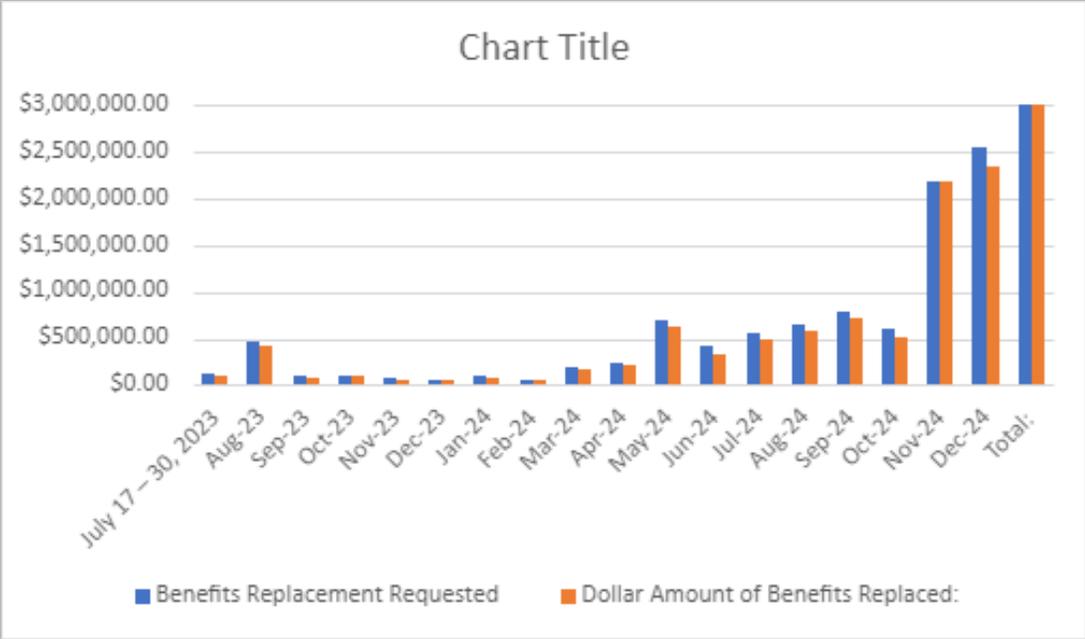
Illicitly obtaining EBT client/card data & using it to take benefits from card. Accomplished through:

- Skimming
- Phishing
- Spoofing
- Hacking



# Increasing Non-Client Fraud/Theft Across Virginia

<https://www.fns.usda.gov/data-research/data-visualization/snap-replacement-stolen-benefits-dashboard>



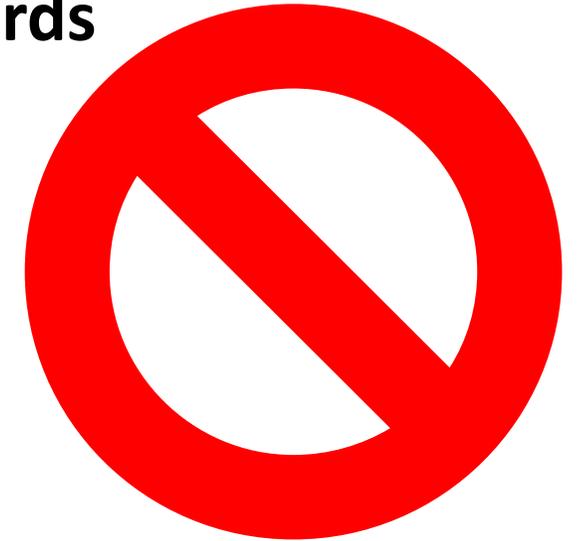
Replacement Period	Benefit Replacements Requested	Benefit Replacements Requested
Jul-23 to Aug-24	\$3,874,560	\$3,371,422
Sep-24	\$790,510	\$717,945
Oct-24	\$601,037	\$511,313
Nov-24	\$2,180,100	\$2,180,100
Dec-24	\$2,561,865	\$2,356,339
Jul 2023 – Dec 2024	<b>\$10,008,072</b>	<b>\$9,137,119</b>

Federal funding has ended for SNAP Replacement on 12/20/24.

# EBT Non-Client Fraud Prevention Tools

## Removal of Soft PINS for EBT Cards

- Cannot be all zeros
- Cannot be sequential
  - 1234, 5432
- Cannot be repeat duplicate numbers
  - 1111, 2446, 3799



**Implemented April 2023**

LDSS should be encouraging customers to frequently change their PINs, especially right before they will have benefits loaded.

# Fraud Prevention Tools: IVR Adaptive Fraud EBT Call Center

- System uses an electronic rating system to determine the likelihood that a call is from a bad actor.
- System will flag calls and prevent future calls (i.e. A redlight list).
- Redlight List Numbers are diverted out of the system and advised to contact the LDSS.
- VDSS can “greenlight” phone calls.

[stolenebtreplacements@dss.virginia.gov](mailto:stolenebtreplacements@dss.virginia.gov)

**Implemented Oct 2024**



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**Bp** Benefit  
Programs

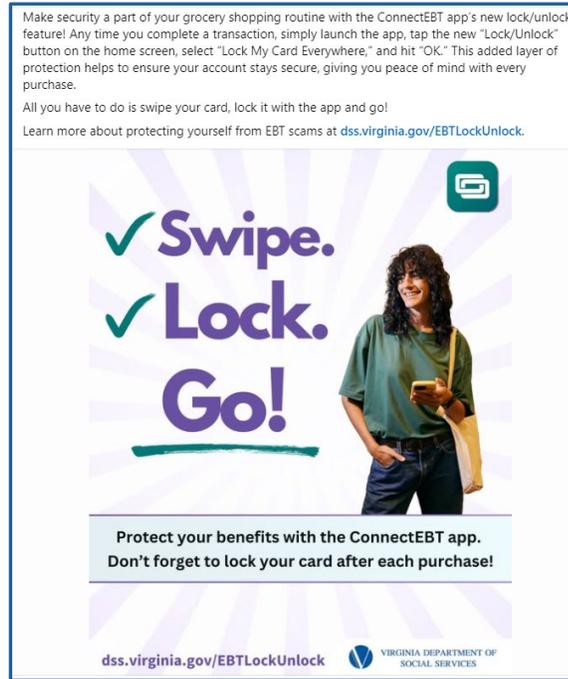


# EBT Non-Client Fraud Prevention Tools Education on Social Media

Make security a part of your grocery shopping routine with the ConnectEBT app's new lock/unlock feature! Any time you complete a transaction, simply launch the app, tap the new "Lock/Unlock" button on the home screen, select "Lock My Card Everywhere," and hit "OK." This added layer of protection helps to ensure your account stays secure, giving you peace of mind with every purchase.

All you have to do is swipe your card, lock it with the app and go!

Learn more about protecting yourself from EBT scams at [dss.virginia.gov/EBTLockUnlock](https://dss.virginia.gov/EBTLockUnlock).



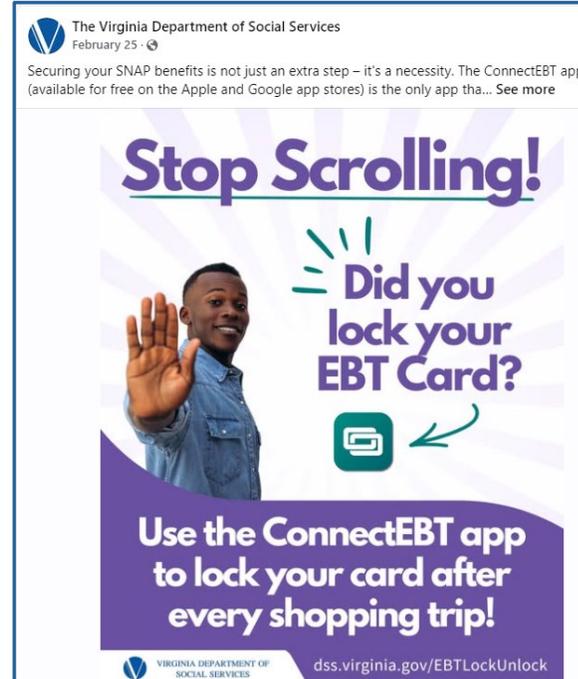
Swipe.  
Lock.  
Go!

Protect your benefits with the ConnectEBT app.  
Don't forget to lock your card after each purchase!

[dss.virginia.gov/EBTLockUnlock](https://dss.virginia.gov/EBTLockUnlock) VIRGINIA DEPARTMENT OF SOCIAL SERVICES

The Virginia Department of Social Services  
February 25

Securing your SNAP benefits is not just an extra step – it's a necessity. The ConnectEBT app (available for free on the Apple and Google app stores) is the only app that... See more



Stop Scrolling!

Did you lock your EBT Card?

Use the ConnectEBT app to lock your card after every shopping trip!

VIRGINIA DEPARTMENT OF SOCIAL SERVICES [dss.virginia.gov/EBTLockUnlock](https://dss.virginia.gov/EBTLockUnlock)

## EBT Fraud Prevention Checklist

- ✓ Change your PIN often.
- ✓ Do not respond to texts about your EBT account.
- ✓ Routinely check your balance.
- ✓ Use the ConnectEBT app to lock your card between purchases.



[dss.virginia.gov/EBTScam](https://dss.virginia.gov/EBTScam) VIRGINIA DEPARTMENT OF SOCIAL SERVICES

## When did you change your EBT card PIN?

If you can't remember how long it has been since you last changed your EBT card PIN, now is the time to do so.



[dss.virginia.gov/EBTScam](https://dss.virginia.gov/EBTScam) VIRGINIA DEPARTMENT OF SOCIAL SERVICES

LDSS and local jurisdictions are welcome to repost these on their social media accounts or to post similar information.

# EBT Non-Client Fraud Prevention Tools Education on Website ([dss.virginia.gov](https://dss.virginia.gov))

Protect Yourself  
from EBT Scams -  
Virginia Department  
of Social Services

EBT Scam  
Prevention - Virginia  
Department of  
Social Services



# Protect Yourself from EBT Scams

## Website Information

- 1. Do not respond to unsolicited texts, emails or phone calls concerning your EBT account.**
  - Scammers may attempt to contact you with links to access your account or alerts that your account is locked. VDSS will NEVER contact you through these methods and will only discuss your account through the official EBT Client Customer Service Helpdesk line at [866-281-2448](tel:866-281-2448) if you call the helpdesk line.
- 2. Routinely check your EBT card balance for unauthorized purchases and change your card PIN often. This is one of the best ways to prevent card skimming.** You can do both today by:
  - Using the ConnectEBT [web portal](#), or download the mobile app.
    - [Get it on Google Play](#) | [Download on the Apple App Store](#)
    - Select Virginia EBT from the dropdown.
    - The ConnectEBT app is the fast and easy way to monitor your EBT Card's available balance, deposits, and transaction activity.
  - Calling Virginia's EBT Client Customer Service Helpdesk at [866-281-2448](tel:866-281-2448) (accessible 24 hours a day, 7 days a week).
- 3. Create a strong password for your client portal account and mobile app.** A strong password must:
  - Be at least eight characters long, but no more than 16 characters long, with a combination of uppercase and lowercase letters, and numbers.
  - Be significantly different from your previous passwords.
  - Be easy for you to remember, but difficult for others to guess.
  - Not use repeat or consecutive numbers (example 1111, 1234, 4321).
- 4. Do not give your EBT card, card number, password, or PIN to anyone not authorized to use your card.** Virginia EBT will NEVER ask for your EBT card number online or via text.
- 5. Examine card payment devices** for signs of tampering before inserting or swiping your card. More information on how to protect your card before you make a purchase can be found [here](#).

### EBT Scam Resources

[How to Recognize and Report Spam Text Messages](#)

**EBT Text Message Scam (flyer)**

- [English](#)
- [Spanish](#)

**EBT Scam Notice (flyer)**

- [English](#)
- [Amharic](#)
- [Arabic](#)
- [Dari](#)
- [Pashto](#)
- [Spanish](#)
- [Ukrainian](#)
- [Urdu](#)
- [Vietnamese](#)

[USDA EBT Card Skimming Information](#)

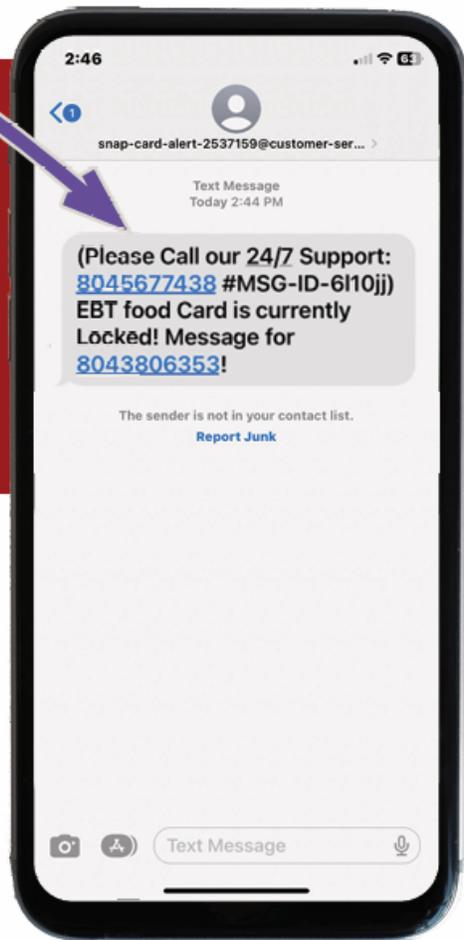
LDSS are encouraged to use this flyers in their lobby, on their website and social media, and to share with community partners.



Have you received a message like this?

It's a **SCAM** 

**Do not** respond to any text messages about your EBT account.



Call 1-866-281-2448 for help.

Learn more:



[dss.virginia.gov/EBTscam](https://dss.virginia.gov/EBTscam)

# IMPORTANT EBT/P-EBT CARD SCAM NOTICE



The Virginia Department of Social Services is aware of criminal attempts to steal SNAP EBT and P-EBT card information. Protect your benefits by never providing personal information to any unknown source and by changing your card PIN often. Please know that you will never be contacted and asked to provide your EBT or P-EBT card number or PIN.

**IF YOU HAVE RESPONDED TO ANY UNSOLICITED CALL, TEXT OR WEBSITE LINK ABOUT YOUR BENEFITS,**

PLEASE IMMEDIATELY CONTACT THE VIRGINIA EBT CLIENT CUSTOMER SERVICE HELPDESK AT

**1-866-281-2448**

*This message is brought to you in partnership by:*

*Click or scan this QR code to learn more about EBT scam protection.*



VIRGINIA DEPARTMENT OF SOCIAL SERVICES



VIRGINIA DEPARTMENT FOR AGING AND REHABILITATIVE SERVICES



# EBT Scam Prevention

LDSS are encouraged to use this video and information in their lobby, repost it on their website and social media

Scammers are attempting to steal card benefits nationwide by tricking you into sharing your EBT card number and/or personal identification number (PIN). The Virginia Department of Social Services and the USDA are working together to actively monitor this fraudulent activity and keep the public informed.

The good news is there are a number of simple steps you can take to protect yourself from benefits-related scams or theft, including regularly changing your PIN and choosing to use only the official ConnectEBT app (free from **Apple** and **Google** app stores). Remember to check your balance daily, either through the ConnectEBT app or **online portal**, and keep an eye out for unusual activity.

**\*New for 2025\*** The ConnectEBT app now offers a card lock feature, allowing users to secure their EBT cards after each purchase. Instantly lock and unlock your card to protect your benefits until your next checkout. Find this feature in the ConnectEBT app today!

Click the cards below to learn more about protecting yourself from EBT scams.



<https://youtu.be/ryJe35PwXE0>

# EBT Non-Client Fraud Prevention Tools: Lock-Unlock

Customers can prevent (lock) the EBT account to prevent outbound transactions via **the ConnectEBT mobile app** or **customer portal**. There is no impact to benefit issuance or the ability to change the PIN or to replace card.

Two types of locking:

- Lock everywhere - will prevent withdraw transactions in-person, online, both inside and outside of Virginia.
- Lock Outside of Virginia – will only prevent in-person transactions outside of Virginia. This will allow online transactions.

Offered 8 statewide training sessions (5 at the beginning of January, 3 1<sup>st</sup> week of February). Approximately 1200 attendees, as well as training through other regional meetings. Presentation PDF and one session is posted on FUSION at:

<https://fusion.dss.virginia.gov/bp/BP-Home/ELECTRONIC-BENEFITS-TRANSFER-EBT>





# EBT Card Lock/Unlock Feature Is at Your Fingertips!

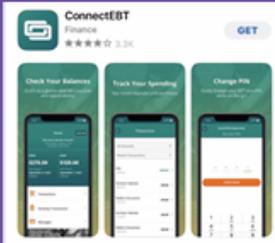


Virginians can protect their SNAP electronic benefits transfer (EBT) cards from scammers with the quick and easy lock/unlock tool on their phones.

This new feature allows cardholders with the ConnectEBT app to secure their benefits at the touch of a button.

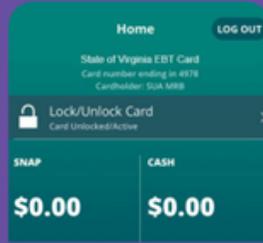
**Locking your card is simple!**

1



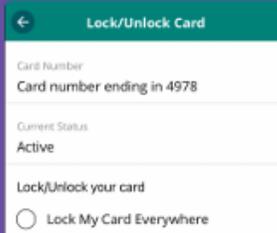
Download or open the ConnectEBT app\* on your mobile device.

2

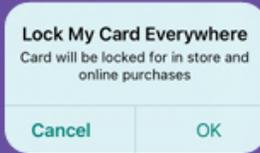


Securely log into your account and tap the new "Lock/Unlock" icon on the home screen.

3



Select "Lock My Card Everywhere" and click "OK."



Your card is now locked and your benefits are protected! Whenever you go shopping, use the app or ConnectEBT.com web portal to unlock your card and lock it again after you check out.

For more information, visit [www.dss.virginia.gov/benefit/EBTScam/protect\\_yourself](http://www.dss.virginia.gov/benefit/EBTScam/protect_yourself) or scan the QR code at right.

Remember, if you ever suspect your EBT card was compromised or used without your consent, call the Virginia EBT Client Customer Service Helpdesk at 866-281-2448.



scan me



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\*The ConnectEBT app by Conduent Inc. is available for free in both the Apple and Google Play (Android) app stores. Please avoid using third-party apps that offer coupons and require your login information. These may be fake apps used by criminals to steal your benefits!

# EBT Lock/Unlock Flyers

LDSS are encouraged to use this flyers in their lobby, on their website and social media, and to share with community partners.

## EBT Page on FUSION

- <https://fusion.dss.virginia.gov/bp/BP-Home/ELECTRONIC-BENEFITS-TRANSFER-EBT>

## Public Site:

<https://www.dss.virginia.gov/benefit/EBTLockUnlock/>

# ConnectEBT – Conduent

Two ways to lock/unlock

1. Mobile app
2. Customer Portal (online)

VDSS cannot promote the use of 3<sup>rd</sup> party apps which:

- May not have the same security safeguards
- Opens customers to potential loss of data/information



# Where to find the mobile app?

[Electronic Benefits Transfer \(EBT\) - Virginia Department of Social Services](http://www.dss.virginia.gov/benefit/ebt_card/)  
([www.dss.virginia.gov/benefit/ebt\\_card/](http://www.dss.virginia.gov/benefit/ebt_card/))

## Get the ConnectEBT Mobile App

*It's the easy and free way to manage your EBT Card*

- Check your available balance anytime, anywhere
- Review up to 12 months of transaction history
- Confirm your last deposit
- Change your PIN

The ConnectEBT app is the fast and easy way to monitor your EBT Card's available balance, deposits, and transaction activity.

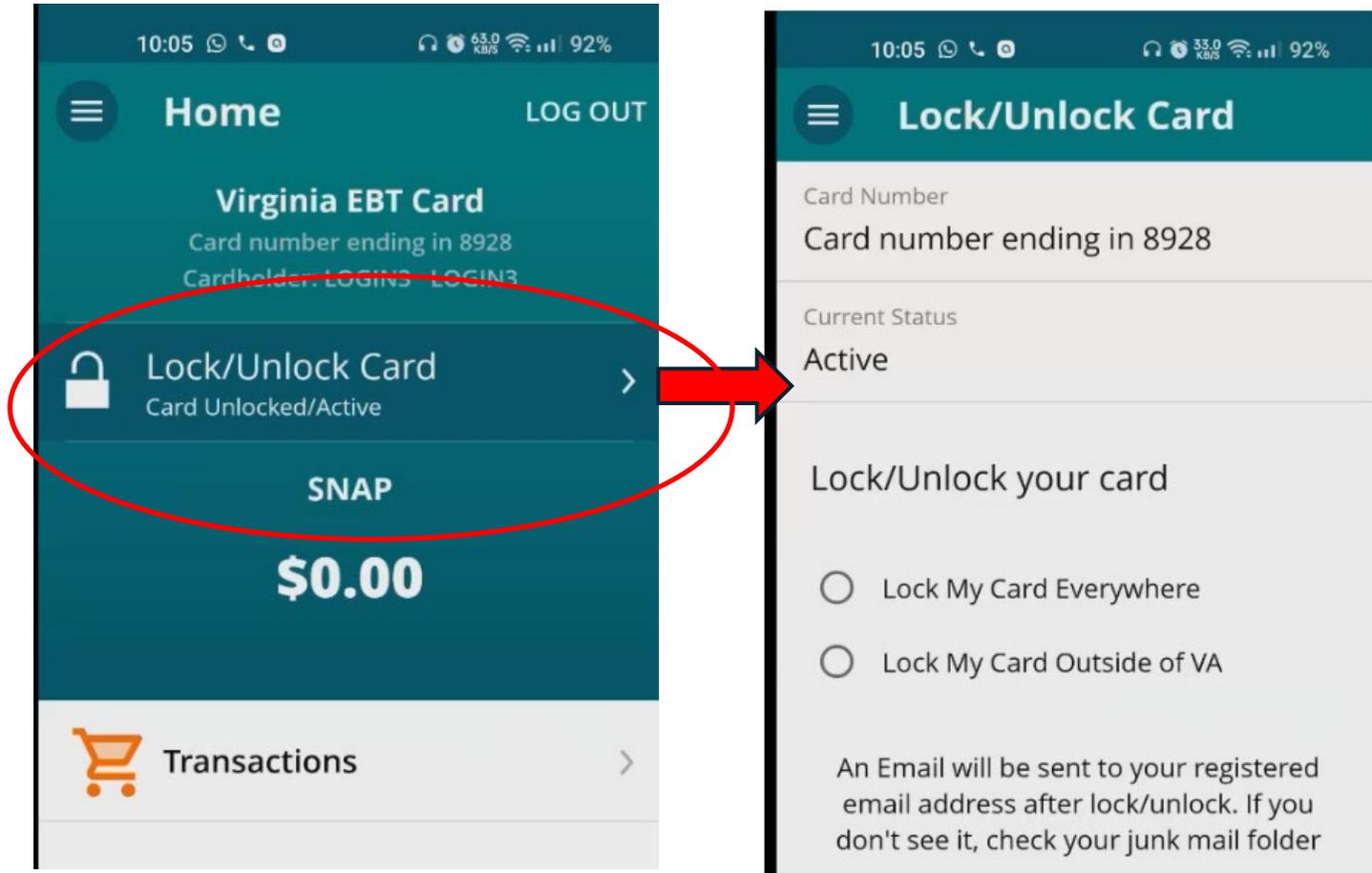
[Get it on Google Play](#) | [Download on the Apple App Store](#)

[https://play.google.com/store/apps/details?id=com.conduent.ebt&hl=en\\_US](https://play.google.com/store/apps/details?id=com.conduent.ebt&hl=en_US)

[ConnectEBT on the App Store](#)

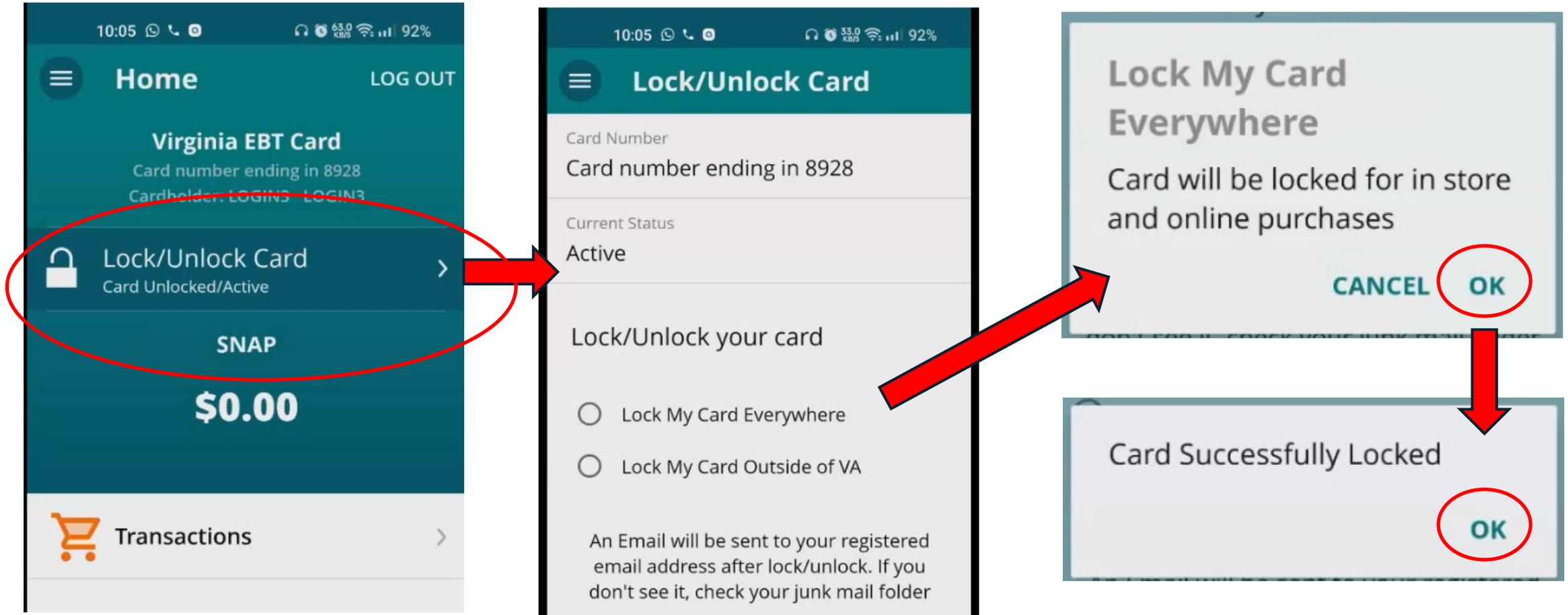


# Mobile App: Lock Card

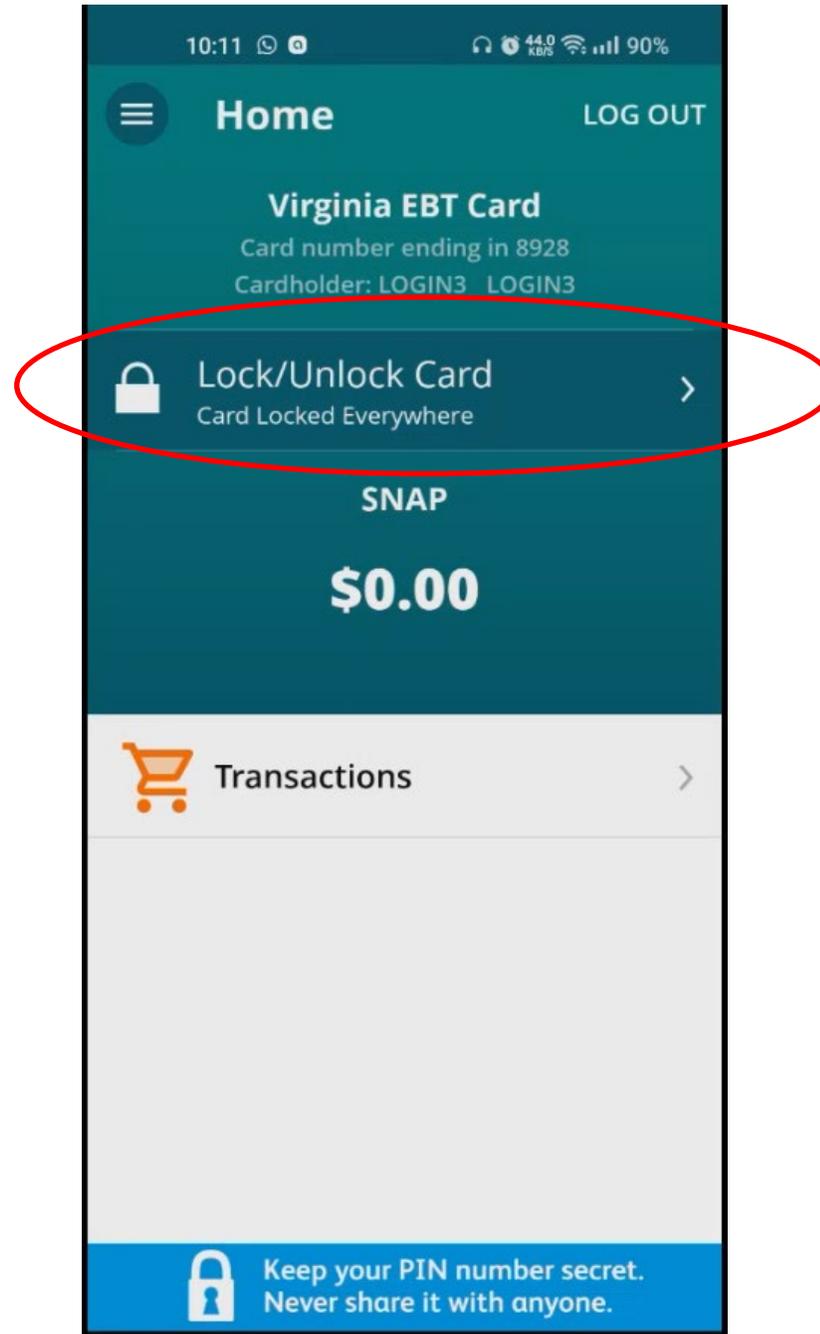


Note: Lock my card everywhere will stop any type of purchase from being made, including online/internet purchases and Lock my card outside of VA will stop your card from being used at a store outside of VA. Online/internet purchases will still be allowed everywhere.

# Mobile App: Lock Card Everywhere



# Mobile App: Successful Card Lock

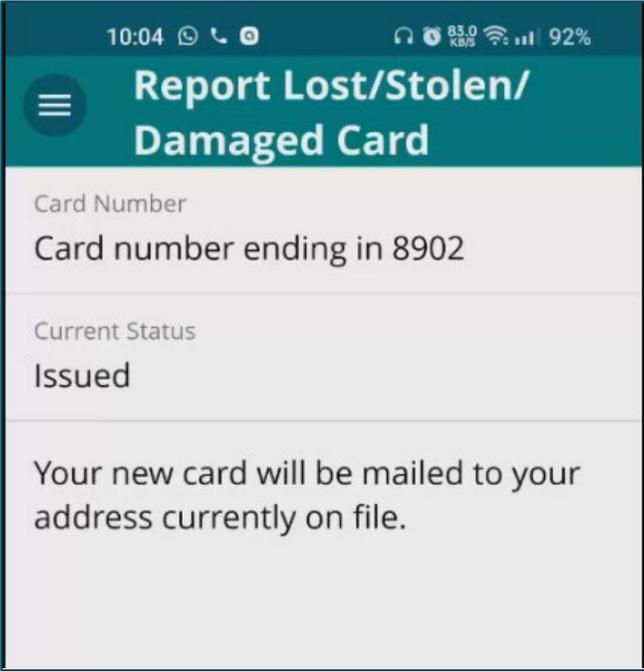
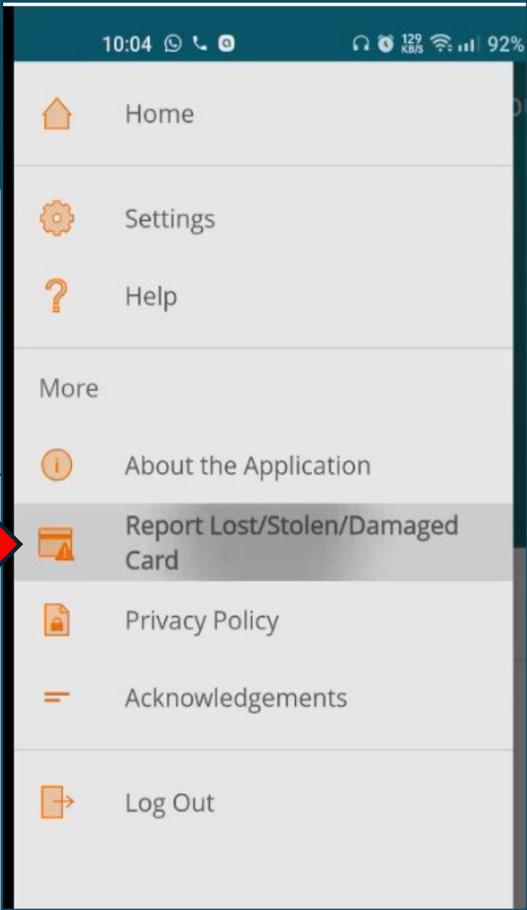
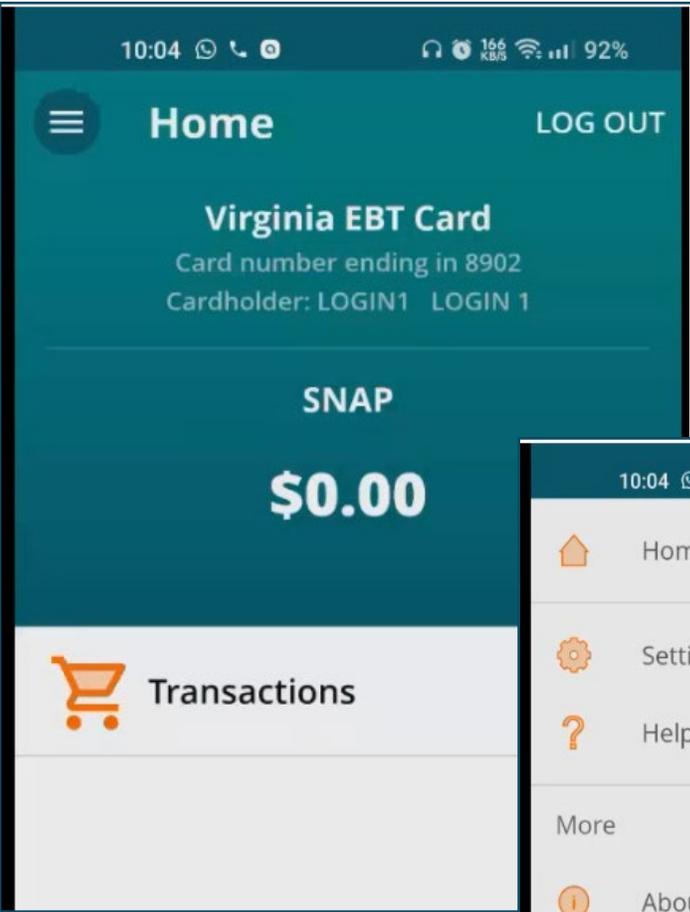


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Programs

# Who cannot use lock/unlock via mobile app?

If the card status is “issued” or “lost/stolen/damaged” then lock/unlock feature will not be shown.



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# Web Portal: Connect EBT

[www.connectebt.com/vaebtclient](http://www.connectebt.com/vaebtclient)



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## EBT™ Electronic Benefit Transfer

User ID

Password

**LOGIN**

Help?  
[Forgotten User ID](#)  
[Reset Password](#)

[Create User Account](#)  
Cardholders are required to have a User ID and password to access their account information.

[Main Login Page](#)  
[Program Materials](#)  
[Lost or Stolen Cards](#)  
[Other Links](#)  
[Issuance Schedules](#)

Language  **GO**





**What should I know about my Food Stamp Account?**

**How do I use my Virginia EBT card to shop?**

**What is a PIN (Personal Identification Number)?**

**How do I select my PIN?**

**What do I do if my EBT card is lost, stolen or damaged?**

**Misuse of your Food Stamp benefits is a violation of state and federal laws. Click here for more information.**

**Learn about nutrition with PayPerks Virginia FoodSmarts. Click here and use scratcher code "HEALTH42" to get started.**

### Virginia Electronic Benefit Transfer (EBT)

**Welcome to the Virginia EBT website!**

EBT stands for Electronic Benefits Transfer. If you have been approved to receive benefits from one of the programs listed below, you can use this website to view your benefit balance(s).

Supplement Nutrition Assistance Program (SNAP) benefits.

This website can also be used to view your transaction history, learn more about EBT, and go to other websites that may be useful in answering additional questions you may have.

The Virginia EBT card is a "debit" card that your SNAP and/or cash benefits are put on each month.

**Now, Let's Get Started:**

To use this website you must first create an account. If you do not have an account or need to change your password, click on "Create User Account."

You must:

- Have an EBT Card
- Create a User ID
- Create a Password

Electronic Benefit Transfer

English / Español

# Locking from the Client Portal Main Menu

The screenshot shows the EBT (Electronic Benefit Transfer) Client Portal Main Menu. The page header includes the EBT logo and the text "Electronic Benefit Transfer". The main navigation bar contains several links: HOME, PIN, PASSWORD, SECURITY Q&A, LOG OUT, REPORT LOST/STOLEN/DAMAGED CARD, and MESSAGES. The "LOCK/UNLOCK" link is circled in red. Below the navigation bar, there are two main sections: "My Activity" and "Cardholder Info". The "My Activity" section includes a "Check Transaction History" section with dropdown menus for month (Dec), day (16), and year (2024), and a "SEARCH" button. The "Cardholder Info" section displays "LOGIN 4 LOGIN 4". Below these sections, there is a section titled "Client Cards and Balances" which contains a table with the following data:

Card Number	Status	Issue Date	Status Date	SNAP Balance
XXXXXXXXXXXX8936	ACTIVE	12/16/2024		\$0.00
<b>Total</b>				<b>\$0.00</b>

At the bottom of the page, there is a footer with the text "Electronic Benefit Transfer" and a language selector "English / Español".





**EBT<sup>SM</sup>**  
Electronic Benefit Transfer

**My Activity**  
Check Transaction History  
Dec 16 2024  
Dec 16 2024 SEARCH

**Cardholder Info**  
LOGIN 4 LOGIN 4

HOME PIN PASSWORD SECURITY Q&A LOG OUT  
REPORT LOST/STOLEN/DAMAGED CARD MESSAGES  
LOCK/UNLOCK

Please use the above navigation links. Use of your browser's forward and back buttons will result in your session timing out.

**Card Locked/Unlock**

**Card Number**  
Card number ending in 8936

**Card Status** ACTIVE

**Lock or Unlock your card:**

- Unlock My Card
- Lock My Card Everywhere
- Lock My Card Outside Of Virginia

SUBMIT

An Email will be sent to your registered email address after lock/unlock. If you don't see it, check your Junk mail folder.  
Note: Locking your card everywhere will prevent all types of purchases including Internet (online) and at stores. Locking your card outside of VA will prevent all purchases at stores outside of VA but will still allow all (Internet) purchases.

Lock Card  
Everywhere

**My Activity**  
Check Transaction History  
Dec ▾ 16 ▾ 2024 ▾  
Dec ▾ 16 ▾ 2024 ▾ **SEARCH**

**Cardholder Info**  
LOGIN 4 LOGIN 4

[HOME](#) [PIN](#) [PASSWORD](#) [SECURITY Q&A](#) [LOG OUT](#)  
[REPORT LOST/STOLEN/DAMAGED CARD](#) [MESSAGES](#)  
[LOCK/UNLOCK](#)

Please use the above navigation links. Use of your browser's forward and back buttons will result in your session timing out.

### Card Locked/Unlock

**Card Number**  
Card number ending in 8936

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- Unlock My Card
- Lock My Card Everywhere
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**SUBMIT**

An Email will be sent to your registered email address after lock/unlock. If you don't see it, check your Junk mail folder.  
Note: Locking your card everywhere will prevent all types of purchases including Internet (online) and at stores. Locking your card outside of VA will prevent all purchases at stores outside of VA but will still allow all (Internet) purchases.

Electronic Benefit Transfer [English / Español](#)

Lock Card  
Everywhere

The screenshot shows the EBT (Electronic Benefit Transfer) website interface. At the top, there are navigation tabs for OHEBT, PAEBT, OKEBT, and GAEBT. A notification box is overlaid on the page, displaying the message: "10.178.6.45:58932 says Card Successfully Locked Everywhere" with an "OK" button. Below the notification, the main content area includes a "My Activity" section with date filters (Dec 16, 2024) and a "SEARCH" button. To the right, there is a "Cardholder Info" section showing "LOGIN 4 LOGIN 4" and several utility links: "SECURITY Q&A", "LOG OUT", "REPORT LOST/STOLEN/DAMAGED CARD", "MESSAGES", and "LOCK/UNLOCK". A note at the bottom of this section reads: "Please use the above navigation links. Use of your browser's forward and back buttons will result in your session timing out." The main heading for the current page is "Card Locked/Unlock". Below this, the "Card Number" field shows "Card number ending in 8936". The "Card Status" dropdown menu is set to "LOCKED EVERYWHERE". Under the "Lock or Unlock your card:" section, there are three radio button options: "Unlock My Card", "Lock My Card Everywhere" (which is selected), and "Lock My Card Outside Of Virginia". A "SUBMIT" button is located below these options. At the very bottom, a disclaimer states: "An Email will be sent to your registered email address after lock/unlock. If you don't see it, check your Junk mail folder. Note: Locking your card everywhere will prevent all types of purchases including Internet (online) and at stores. Locking your card outside of VA will prevent all purchases at stores outside of VA but will still allow all (Internet) purchases."

# Viewing Locked and Unlocked Card in EPPIC

## Reminders:

Cards cannot be locked/unlocked through EPPIC.

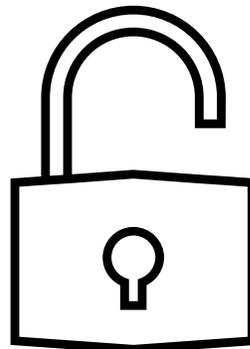
All Cards associated with the account must be locked to prevent transactions



# EPPIC Transaction History: Successful Transaction Unlocked Card

 PRINT

Transaction History							
Date	Id	Type	Response	Program	Case Number	Card Number	Amount
12/16/2024 10:12:15	1112513	FOOD STAMP PURCHASE	APPROVED/SUCCESS	SNAP	700010079	6220446120608928	-\$1.00
12/16/2024 10:12:01	4406312	FOOD STAMP PURCHASE	APPROVED/SUCCESS	SNAP	700010079	6220446120608928	-\$1.00
12/16/2024 10:11:54	0	CARD STATUS - UNLOCKED	APPROVED/SUCCESS			6220446120608928	\$0.00



# EPPIC Transaction History: Unlocked Card

Date	Id	Type	Response	Program	Case Number
<a href="#">12/16/2024 10:11:54</a>	0	CARD STATUS - UNLOCKED	APPROVED/SUCCESS		

Transaction Detail - Google Chrome  
Not secure <https://10.178.6.45:58932/vaebtmanage/acctmgmt/reciptrxdetail.eppic?trxId=1525050676&sequenc...>

Entry	Settlement	Type	Response	Program	Case Number	Card Number	PreBal	Amount
12/16/2024 10:11:54	12/16/2024	CARD STATUS - UNLOCKED	APPROVED/SUCCESS			6220446120608928	\$0.00	\$0.00

**Processor Related**  
Not Applicable

**Location Related**  
Not Applicable

**Voucher Related**  
Not Applicable

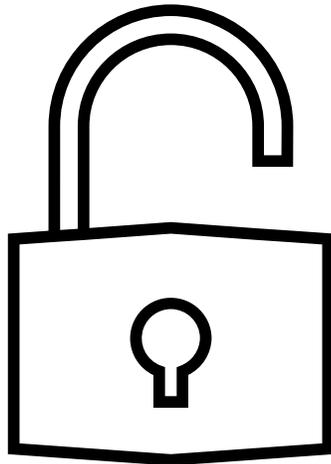
**User Related**

Type:	Login:	Name:
GLOBAL ADMIN	login3	LOGIN3 LOGIN3

**File Related**  
Not Applicable

**Authorization Usage**  
Not Applicable

**Comment**



# Unlocked Card in EPPIC (Account Maintenance)

**EPPIC™**

**User Info**  
Name: vausercd  
Login: 12/16/2024 10:05:50  
Act.: 12/16/2024 10:05:53

**Recipient Account**

- Account Setup
- Account Maintenance**
- Manual Acct Setup
- Mass Card Return

Order Card/Materials

Financial Accounting

Reconciliation

Reports

Control Number Search

Voucher Management

User Management

Retailer Management

Interoperability

Portal Messages

User Profile

Password Change

Log out

### Client Search Results

Client Search Results

Clients Found

Type	Case Number	Legacy Case Number	Name	SSN	Address	City	ST
PRIMARY	700010077		LOGIN 1, LOGIN1	*****4124	ADDRESS1, ADDRESS2	RICHMOND	VA

SEARCH

CASES

### Recipient Case Management

Accounts

Case Number	Legacy Case Number	Program	Status	Last Access	Total Bal	Avail Bal		
700010077		SNAP	ACTIVE		\$0.00	\$0.00	DETAILS	DECEASED

Total Balance

SNAP Balance \$0.00

SNAP Available \$0.00

Clients

Type	Name	Card Number
PRIMARY	LOGIN 1, LOGIN1	6220446120608902

SEARCH CLIENT CASES CARDS TRANSACTION

### Client Cards Management

Cards

Card Number	Access	Status	Issue Date	
6220446120608902	PRIMARY	ISSUED	12/16/2024	DETAILS

SEARCH CLIENT CASES CARDS TRANSACTION



# Locked Card EPPIC (Account Maintenance)

EPPIC™

## User Info

Name: vausercd  
Login:  
12/16/2024 10:05:50  
Act.:  
12/16/2024 10:05:53

## Recipient Account

- Account Setup
- Account Maintenance
- Manual Acct Setup
- Mass Card Return

Order Card/Materials

Financial Accounting

Reconciliation

Reports

Control Number Search

Voucher Management

User Management

Retailer Management

Interoperability

Portal Messages

User Profile

Password Change

Log out

## Client Search Results

### Client Search Results

#### Clients Found

Type	Case Number	Legacy Case Number	Name	SSN	Address	City	ST
PRIMARY	700010079		LOGIN3, LOGIN3	*****2312	ADDRESS1, ADDRESS2	RICHMOND	VA

SEARCH



## Recipient Case Management

### Accounts

Case Number	Legacy Case Number	Program	Status	Last Access	Total Bal	Avail Bal			
700010079		SNAP	ACTIVE		\$0.00	\$0.00	DETAILS	DECEASED	

### Total Balance

SNAP Balance	\$0.00
SNAP Available	\$0.00

### Clients

Type	Name	Card Number
PRIMARY	LOGIN3, LOGIN3	6220446120608928

SEARCH CLIENT CASES CARDS TRANSACTION



## Client Cards Management

### Cards

Card Number	Access	Status	Issue Date	
6220446120608928	PRIMARY	LOCKED EVERYWHERE	12/16/2024	DETAILS



SEARCH CLIENT CASES CARDS TRANSACTION



# EPPIC Transaction History: Locked Card

Transaction History							
Date	Id	Type	Response	Program	Case Number	Card Number	Amount
12/16/2024 10:08:14	1112513	FOOD STAMP PURCHASE	RESTRICTED CARD	SNAP	700010079	6220446120608928	-\$1.00
12/16/2024 10:07:07	4406312	FOOD STAMP PURCHASE	RESTRICTED CARD	SNAP	700010079	6220446120608928	-\$1.00
12/16/2024 10:06:15	0	RECIPIENT ACCOUNT BROWSED	APPROVED/SUCCESS	SNAP	700010079		\$0.00
12/16/2024 10:05:42	0	CARD STATUS - LOCKED EVERYWHERE	APPROVED/SUCCESS			6220446120608928	\$0.00



3  
2

1

1. Shows Card Status – Locked Everywhere
2. Shows transaction denied due to restricted card. This is for in-state transaction.
3. Shows transaction denied due to restricted card. This is for out-of-state transaction.

# EPPIC Transaction History: Failed In-State Transaction due to Locked Card

Transaction History							
Date	Id	Type	Response	Program	Case Number	Card Number	Amount
12/16/2024 10:08:14	1112513	FOOD STAMP PURCHASE	RESTRICTED CARD	SNAP	700010079	6220446120608928	-\$1.00
12/16/2024 10:07:07	4406312	FOOD STAMP PURCHASE	RESTRICTED CARD	SNAP	700010079	6220446120608928	-\$1.00
12/16/2024 10:06:15	0	RECIPIENT ACCOUNT BROWSED	APPROVED/SUCCESS	SNAP	700010079		\$0.00
12/16/2024 10:05:42	0	CARD STATUS - LOCKED EVERYWHERE	APPROVED/SUCCESS			6220446120608928	\$0.00



Transaction Detail - Google Chrome  
Not secure https://10.178.6.45:58932/vaebtmanage/acctmgmt/recipeixdetail.eppic?trxId=1524906720&sequenc

Entry	Settlement	Type	Response	Program	Case Number	Card Number	PreBal	Amount
12/16/2024 10:07:07	12/17/2024	FOOD STAMP PURCHASE	RESTRICTED CARD	SNAP	700010079	6220446120608928	\$0.00	\$1.00

Processor Related									
Processor ID:	Name:	FI Code	CA Code	FNS Number	Term Id	Pan Entry	Pin Entry	Ret Ref Nbr	
4406312	VAPROCESSOR	4406312	00004406312	2024101	06312001	MANUAL ENTRY	PIN ENTRY CAPABILITY	435100000004	

Location Related			
Location Name:	Address:	City:	State & Country:
VAPROCESSOR	VAPROCESSOR	DOVER	VA US

Voucher Related	
Not Applicable	

User Related		
Type:	Login:	Name:
POS OWNER	1111	1111

File Related	
Not Applicable	

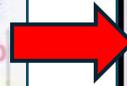
Authorization Usage	
Not Applicable	

Comment	

# EPPIC Transaction History: Failed OOS Transaction due to Locked Card

Transaction History							
Date	Id	Type	Response	Program	Case Number	Card Number	Amount
12/16/2024 10:08:14	1112513	FOOD STAMP PURCHASE	RESTRICTED CARD	SNAP	700010079	6220446120608928	-\$1.00
12/16/2024 10:08:07	4406312	FOOD STAMP PURCHASE	RESTRICTED CARD	SNAP	700010079	6220446120608928	-\$1.00
12/16/2024 10:06:15	0	RECIPIENT ACCOUNT BROWSED	APPROVED/SUCCESS	SNAP	700010079		\$0.00
12/16/2024 10:05:42	0	CARD STATUS - LOCKED EVERYWHERE	APPROVED/SUCCESS			6220446120608928	\$0.00



Entry	Settlement	Type	Response	Program	Case Number	Card Number	PreBal	Amount
12/16/2024 10:08:14	12/17/2024	FOOD STAMP PURCHASE	RESTRICTED CARD	SNAP	700010079	6220446120608928	\$0.00	\$1.00

Processor Related								
Processor ID:	Name:	FI Code	CA Code	FNS Number	Term Id	Pan Entry	Pin Entry	Ret Ref Nbr
1112513	IOP	1112513	00005600248	1231101	00248001	MANUAL ENTRY	PIN ENTRY CAPABILITY	435100000005

Location Related			
Location Name:	Address:	City:	State & Country:
SC IOP RETAIL	1001 MAIN ST	CHARLESTON	SC US

Voucher Related
Not Applicable

User Related
Not Applicable

File Related
Not Applicable

Authorization Usage
Not Applicable

Comment



# EPPIC Transaction History: Locked to Outside of Virginia.

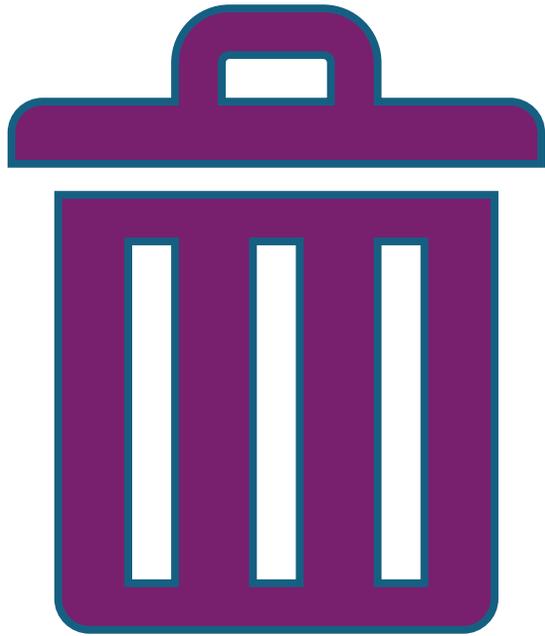
Transaction History							
Date	Id	Type	Response	Program	Case Number	Card Number	Amount
5 12/16/2024 10:23:17	4400057	FOOD STAMP PURCHASE	APPROVED/SUCCESS	SNAP	700010079	6220446120608928	-\$2.10
4 12/16/2024 10:20:29	1112513	FOOD STAMP PURCHASE	RESTRICTED CARD	SNAP	700010079	6220446120608928	-\$3.00
3 12/16/2024 10:18:16	4406312	FOOD STAMP RETURN	APPROVED/SUCCESS	SNAP	700010079	6220446120608928	\$2.00
2 12/16/2024 10:18:01	4406312	FOOD STAMP PURCHASE	APPROVED/SUCCESS	SNAP	700010079	6220446120608928	-\$2.00
1 12/16/2024 10:17:08	0	CARD STATUS - LOCKED OUTSIDE OF STATE	APPROVED/SUCCESS			6220446120608928	\$0.00

1. Card locked to outside of Virginia
2. Successful transaction inside of state
3. Successful return inside of state
4. Denied transaction outside of state
5. Successful online transaction.

# Lock/Unlock – Challenges

- All cards associated with the account must be locked to be effective.
- 63% of SNAP Adults are under the age of 50
- Almost 16% are over the age of 65
- 98% of individuals have a cellphone of some kind, with nine out of ten owning a smartphone.
  - Access to the internet is more of a challenge
- Other Apps
  - Set up, ConnectEBT accounts to screen scrap
  - Customer cannot setup ConnectEBT because another app has control of it.

Use these steps to further assist with using Connect EBT if the customer has previously used a third-party app:



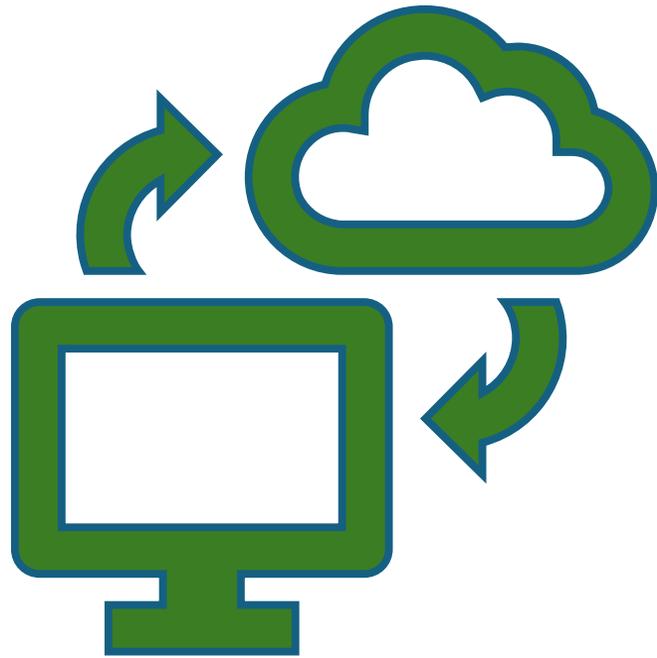
**1. Delete the account with the 3<sup>rd</sup> party/ provider's app.**

- Log into the previous app and navigate to your account settings.
- Remove your EBT account from the app.

This must be done because the client cannot not have simultaneous access between a third-party app and the official Connect EBT portal.

Many of these 3<sup>rd</sup> party apps create a ConnectEBT account on behalf of the user to screen scrap the data.

Use these steps to further assist with using Connect EBT if the customer has previously used a third-party app:



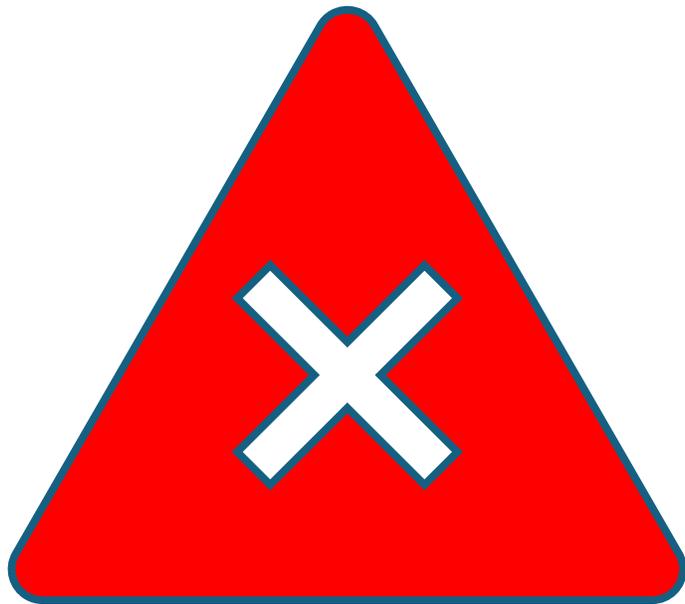
## 2. Register for Connect EBT

- Visit the Connect EBT website or download the Connect EBT App.
- Provide the required details including:
  - ✓ EBT card number.
  - ✓ Date of birth.
  - ✓ Social Security number (SSN) or case number.
  - ✓ Personal identification information (such as zip code or security questions).
- Set up a username and password, then follow the prompts to complete registration.

## 3. Confirm access to Connect EBT

After registering, log in to ensure you can successfully access your benefits.

If the customer is unsuccessful and you are unable to set up a Connect EBT account because it says they already have an account:



The LDSS Worker or supervisor should request state assistance and provide the following to [StolenEBTReplacements@dss.virginia.gov](mailto:StolenEBTReplacements@dss.virginia.gov)

- Customer name
- Date of birth
- Case number
- Email address they wish to use
- Customer phone number. This information will be provided to our vendor, and they will need to clear the account.

Under **no circumstances** should the LDSS connect the customer to the state or reach out to the EBT vendor directly.



# Researching Non-Customer Fraud

LDSS have the direct contact with the customer and are the 1<sup>st</sup> line of research and potential action.

- When looking at multiple cases, try to triangulate a common store/source of how the card was compromised.
- Send a person to check the POS for skimming device. If skimming device is located, call the local law enforcement and notify VDSS Fraud Unit.
- Gather and record transactional data.

# LDSS and Reporting

—  
Broadcast, [Mandatory Reporting of Non-Customer EBT Fraud \(4/1/2025\)](#)

- Due 5<sup>th</sup> business day of the month; one report per LDSS
- If no non-customer fraud transactions, then submit an email indicating no transactions
- Submit to [StolenEBTReplacements@dss.virginia.gov](mailto:StolenEBTReplacements@dss.virginia.gov)

Template:

[https://fusion.dss.virginia.gov/Portals/\[bp\]/EBT/Template%20Report%20of%20Non-Customer%20Fraud%20v03312025.xlsx?ver=2025-03-31-133135-833](https://fusion.dss.virginia.gov/Portals/[bp]/EBT/Template%20Report%20of%20Non-Customer%20Fraud%20v03312025.xlsx?ver=2025-03-31-133135-833)



- VDSS wants to know about all reported non-customer EBT theft, even if they have not submitted an attestation.

EBT Retailer Theft/Fraud Report										
Period of Report (Month-Year):			Person who prepared the report:				Contact information:			
<b>Instructions:</b> (1) List each transaction separately. (2):The Report should be turned into <a href="mailto:StolenEBTReplacements@dss.virginia.gov">StolenEBTReplacements@dss.virginia.gov</a> by the 5th business day of each month. (3) Questions should be directed to <a href="mailto:StolenEBTReplacements@dss.virginia.gov">StolenEBTReplacements@dss.virginia.gov</a> , or <a href="mailto:k.hudson@dss.virginia.gov">k.hudson@dss.virginia.gov</a> and <a href="mailto:juanita.hayes@dss.virginia.gov">juanita.hayes@dss.virginia.gov</a> .										
FIPS #	Locality	Case Number	Transaction Log Date (date the transaction occurred)	Transaction Time	Transaction Amount	Merchant (Name of the retailer)	Location of fraudulent transaction	Date Reported by Customer	Transaction Total:	
900	VDSS	123456789	02/01/25	1:45 AM	\$1,000.00	MerchantRUS	123 Easy Street, Somewhere, VA 00999	02/02/25	\$1,000.00	example
									\$0.00	
									\$0.00	
									\$0.00	
									\$0.00	
									\$0.00	

# Tips to Assist with Securing Benefits

1. All cards associated with the account must be locked. Each card will have a separate login on mobile app/portal.
2. When locking your card, use the “lock everywhere” option rather than “lock out of state.” (The out-of-state feature does not stop online transactions.)
3. Reduce/stop the online use to EBT cards – avoid using online (insta-cart, Walmart.com, amazon.com, instore grocery pickups, etc.)
4. Do not give out card number and PINS
5. Do not use any other app.
6. Change PINs immediately before benefits are loaded. Change PINs after benefits are loaded. Change PIN frequently.





# Q & A

How can we (LDSS & VDSS) partner to work smarter, not harder, with the resources we have?

A PDF of the depth lock/unlock presentation and today's presentation is located on the [EBT Page](#) on FUSION.



Juanita Hayes, EBT Coordinator  
[Juanita.hayes@dss.virginia.gov](mailto:Juanita.hayes@dss.virginia.gov)

Kim Hudson, EBT Administrator  
[k.Hudson@dss.virginia.gov](mailto:k.Hudson@dss.virginia.gov)