



Summer EBT Helpful Hints

- Along with the Helpful Hints, the following are included in your Summer EBT packet:
 - Benefit card: EBT card to use for the 2019 benefit period
 - Shopping list which shows:
 - The start and end date for benefits. All benefits expire midnight Aug. 14.
 - The amount of each kind of food available during each benefit period.
 - Food card: List of approved foods, chosen by USDA nutrition experts.
 - Shopper App Flyer: The shopper app can be used to check your balance, scan barcodes while in the store to find out if a product is approved and in your balance, find store locations and more.
 - Store List: List of approved grocery stores participating in the Summer EBT program.
- Use the EBT Customer Service line (866) 358-8767 or myebtbalance.com to:
 - Set a PIN before shopping (use the oldest school-age child's birthdate when requested).
 - Check your balance (also shown on grocery receipts and Shopper App).
 - Hear or see a list of your recent purchases.
- You can shop multiple times each month – you do not have to buy all the food at once.
- At the store checkout:
 - Tell the cashier you will be paying with Summer EBT and show your card.
 - When instructed, swipe your card and enter your PIN.
 - All foods which are approved and in your balance will be paid for by Summer EBT and will be removed from your balance. Foods not on the approved list or not in your balance can be voided by the cashier before you approve the sale, or you may pay for them with another form of payment.
- Your receipt shows your remaining balance and when the benefits expire.
- You may use coupons. With “two for one” or similar coupons, the SEBTC program will pay for one and you will receive the other free. With “cents off” coupons, the coupon amount will be deducted from the price paid by the SEBTC program.
- If you receive WIC, you cannot use your WIC card and your SEBTC card in the same transaction.
- Frequently asked questions and answers can be found at www.Chickasaw.net/SummerEBT.
- Call Chickasaw Nation SEBTC at (580) 272-1178 or (844) 256-3467 (8 a.m. to 5 p.m., Monday-Friday) to:
 - Report your card as lost, stolen or damaged and get a replacement card.
 - Update your address and/or phone number.
 - Report a shopping problem (call while in the store, if possible). If after hours or on weekends, take a picture of the receipt, the error on the register screen, or the products you were not able to purchase, and call us the next business day.
 - Ask additional program questions.

Summer EBT for Children is an initiative of the Chickasaw Nation.

This institution is an equal opportunity provider.

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