SCAM ALERT

Scam: EBT Representatives
Target: All Seniors with EBT cards

Seniors are receiving telephone calls and text messages from scammers pretending to represent a government agency such as the Electronic Benefit Transfer (EBT) Customer Services Helpline. The scammer will ask for the senior's EBT, Personal Identification Number (PIN), Social Security Number (SSN) and/or Date of Birth (DOB). The scammer may claim that funds cannot be released until this information is provided; or a free cell phone or gift card is available if you provide the information; or that your personal information is needed to enroll in a protection plan through the State. There are also illegal phone applications (apps) that try to get your personal information and obtain access to your EBT benefits! *These are scams! Do not share your Personally Identifiable Information (PII)!*

> ## Scammers are Impersonating Government Agencies to Obtain your EBT Information!

The California EBT Project Office provides the following information to help you recognize potential scams and keep your PII and benefits safe:

- 📢 The State of California does not offer a smart-phone application (app) for EBT.
- 📢 *Never give out your EBT card and/or PIN* to a person calling on the telephone, to a website, or a smartphone, except for legitimate websites, such as C4Yourself or the EBT Client Website: www.ebt.ca.gov.
- 📢 Be aware that another scam is tricking smartphone users into using fake apps that ask for your banking information, username, password, card number, and/or your PIN.
- 📢 Do not text your personal information to anyone claiming to be a government agency.
- 📢 If you want information about your EBT benefits, always visit the California EBT Client Website at www.ebt.ca.gov or call the toll-free California EBT Customer Service helpline at (877) 328-9677 or call the Transitional Assistance Department (TAD).

If you think you may be a victim of a scam, contact San Bernardino County Adult Protective Services (APS) at 877-565-2020, or your local police department.