



## Are you traveling to California with a Colorado EBT Card?



*It has come to our attention that EBT Cards from different states have been cloned and are being used in California.*

### How we're looking out for your benefits



To ensure that Colorado EBT Cardholders do not lose benefits due to card cloning, Colorado will block transactions in California in cities where cloning has taken place.

### How you can protect yourself

- If you plan to be in California, please call the State Help Desk at 1-800-536-5298 before you leave. Once connected, select *Option 1* and inform the representative that you need assistance with EBT Transactions in California. We can help allow transactions to complete in California for your card.
- If you have issues while trying to use your card in California, please call the Customer Service number on the back of your card (1-888-328-2656) to speak with a Customer Service Representative.
- Always make sure that you select a PIN number that is not easy to guess. For instance, **do not use** 1234, 0000, 1111, 2222, the last 4 numbers of your card or your birth year.
- If you are concerned or believe your card may be at-risk, please call 1-888-328-2656 or visit your local county office to request a new card.