

## An Important Message to All Debit Card Holders

Our colleagues at the Department of Transitional Assistance (DTA) have asked us to share important information regarding recent attempts to steal benefits from DTA clients through phishing and skimming scams.

- The scams are aimed at obtaining credit, debit and EBT card information and PIN numbers.
- Skimming is a type of theft where thieves put a device on a store's card-swiping machine to copy card and PIN information. This information is used to make fake EBT cards. These are then used to steal money or SNAP funds from real accounts. Skimming can happen anywhere someone swipes an EBT card.
- Phishing is where thieves use texts or phone calls to get you to share confidential information about your identity or card information.

To protect DTA clients and their benefits from known skimming scams, DTA will **be requiring cardholders in certain cities and towns to set a new PIN to use their EBT card** if they have not received a new card or changed their PIN recently.

• **If you serve individuals located in an area of high incidence of skimming** (see one pager) please:

- a. Encourage veterans you work with to change their EBT card PIN now, as well as continue to do so before each time they get their benefits
- b. Let any veteran coming into a VSO who receives DTA benefits know and print out and provide the pictorial pinning flyer in the office

Your assistance in providing DTA clients with information and assisting them with changing/selecting a PIN will help them protect and access their benefits.