

# Guidance and Resources for Assisting Families with P-EBT Questions

Q: How can families check card balances?

A: 1-888-328-7366 or [www.connectebt.com](http://www.connectebt.com)

Q: How can a family request a replacement card due to a lost or damaged card?

A: Parent should complete the P-EBT Inquiry Form at:  
<https://www.emergencymealsurvey.com/>

Q: What should a family do if they believe they should have received a benefit and did not?

A: All benefits will be processed and mailed by the end of July. If a parent believes they should have received a card and has still not by July 31<sup>st</sup>, the parent should complete the P- EBT Inquiry Form at <https://www.emergencymealsurvey.com/>

Q: Who can assist parents that are having issues with the card's PIN?

A: Parents should email [RA-PWPEBTQuestions@pa.gov](mailto:RA-PWPEBTQuestions@pa.gov) for assistance.

Q: Where does one obtain additional information on P-EBT (How much will the household receive, information for pinning P-EBT cards, and much more)?

A: <https://www.dhs.pa.gov/providers/Providers/Pages/Coronavirus-Pandemic-EBT.aspx>