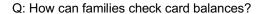
## Guidance and Resources for Assisting Families with P-EBT Questions



- A: 1-888-328-7366 or 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 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