

Important Notice

You are receiving this letter because Federal regulations require that benefits be removed from any Food and Nutrition Services (FNS) Electronic Benefit Transfer (EBT) account that has not been used for 9 months or 274 days instead of 12 months. If your household has unused FNS benefits that have been on your EBT card for 274 days, those benefits will permanently be removed. You will be notified by letter 30 days before your benefits are removed. Once the benefits are removed, they cannot be replaced.

Use your EBT card to avoid your FNS benefits from being removed from your account. You can make a purchase of any amount to keep your FNS benefits active. **If you have lost or destroyed your EBT card**, you can replace it, activate, check your balance, or replace your card by using three of the following ways:

1. Visit www.ebtedge.com. Click on More Information under EBT Cardholder. You will be prompted to login and/or register your account.
2. Download and use the **EBT Edge** mobile app (can be downloaded on Google Play or Apple Store).
3. Contact the North Carolina **EBT Call Center at 1-888-622-7328** and follow the prompts.

If you have questions regarding this letter, please contact your local Department of Social Services or the NC EBT Call Center at 1-888-622-7328. If you are Hearing Impaired, please call 866-719-0141 or Relay Services:711

You have a right to a fair hearing of your case if you don't agree with our decision. You can get a fair hearing by letting your local Food and Nutrition Services Office or local agency know you want a hearing. You can contact them either in person, by telephone, or in writing. The hearing may be requested by any member of your household or by your representative. You can be represented at the hearing by a personal representative, including an attorney you obtain. Free legal advice may be available:

Contact Legal Aid of North Carolina office at 1-866-219-5262
Street: 224 South Dawson St. Raleigh, NC 27601
Mailing: PO Box 26087 Raleigh, NC 27611