



OFFICE OF ECONOMIC SELF-SUFFICIENCY

MYFLFAMILIES.COM

EBT Card Expiration/Replacement FAQ's

1. When will the EBT card replacements begin?

Answer: Florida EBT cards will begin expiring on April 30, 2015.

2. When will my EBT card expire?

Answer: Your card will expire on the last day of the month/year that is shown on the front of your card. Look for the "Good Thru" date on the front of your card for this date.

3. What should I do if my address has changed?

Answer: If your address has changed, please log into your MyACCESS Account at www.myflorida.com/accessflorida/com and Report a Change so your new card will be mailed to the correct address.

4. When will I receive my new card?

Answer: You should receive your new card by approximately the 20th of the month that your card is scheduled to expire.

5. What should I do if my new card does not arrive by the 20th?

Answer: Call EBT Customer Service at 1-888-356-3281 and speak to a customer service representative about your new card.

6. What do I do with the new card when I get it?

Answer: You can use your new card as soon as it arrives. It is already activated. Your existing PIN will carry forward. Simply go to the store and complete a transaction.

7. What happens to my old card?

Answer: After you complete your first transaction with your new card, the old card will automatically be deactivated. You may cut your old card in half and throw it away.

8. What happens if my existing PIN does not work with my new card?

Answer: Call EBT Customer Service at 1-888-356-3281, enter your new card when prompted, and select option 4 to choose a new PIN.



Expiring Card



New Card