

## PROTECT YOUR YOURSELF FROM



# EBT FRAUD

- **NEVER** share your card, card number or PIN.
- **Block** the keypad when entering your PIN to prevent others from watching or cameras from recording your PIN.
- **Check** your balance frequently.
- **Monitor** your transaction history. Immediately report your card if it is lost, no longer working, stolen or if you notice anything unusual. (This must be reported by calling the Horizon Card help desk or by using the ConnectEBT website or mobile app.)
- **Change** your PIN frequently. Do not use restricted PINs. You must select a PIN that consists of 4 unique numbers in random order.
  - No number can be used more than once.
  - Two numbers cannot be in order forward or backward (like 1-2-3-4 or 4-3-2-1).
- **Report** duplicate transactions or system errors that caused you to be charged twice.
- **Do not respond** to social media posts, email or text messages that ask you to enter your EBT card number and PIN to resolve issues or get extra funds.

Workforce Services and the Horizon Card help desk will:

**NEVER** ask  
for your  
PIN.



**Only use official mail sent  
via USPS or electronically  
via myCase.**



EBT funds can  
only be issued  
by Workforce  
Services to your  
EBT card.

Manage your account by calling the EBT Help Desk at  
800-997-4444 or by creating an account on [connectEBT.com](https://connectebt.com)  
or the ConnectEBT mobile app.

[jobs.utah.gov/assistance/index.html](https://jobs.utah.gov/assistance/index.html)