

## **Replacing an Oregon Trail (EBT) Card Frequently Asked Questions for Clients**

### **Q1: What do I do if my Oregon Trail Card is lost or stolen?**

If your Oregon Trail Card is lost or stolen, here's what you need to do:

- Call the toll-free **Oregon Trail Card Replacement Line** at **1-855-328-6715** to have your current card cancelled and ask that a replacement card be mailed to you. You can call the Replacement Line Mondays through Fridays between 8 a.m. and 5 p.m.

You can use a phone in a DHS office or Area Agency on Aging (AAA) office, where available, to make these calls. Instructions about what to do will be posted by the lobby phones.

### **Q2: What information do I need when I make the call to request a replacement card?**

When you call the Replacement Card Line, you will be asked a series of security questions to verify your identity. If your identity is still uncertain, you may be asked to send a copy of your identification by FAX or take other steps to verify your identity.

### **Q3: Can my lost or stolen Oregon Trail Card be replaced in my local DHS office?**

Sometime in fall 2012 DHS will stop replacing Oregon Trail Cards in local offices. When that happens, you will need to call the toll-free Replacement Card Line at 1-855-328-6715 to request a new card. The replacement card will be sent by U.S. Mail to you at the mailing address DHS has on record for you. There are very few exceptions to this process.

### **Q4: How long will it take to get my new Oregon Trail Card?**

About five days. Cards are mailed from Salem to the mailing address DHS has on record for you. Make sure the mailing address DHS has for you is current. You can verify your address when you call the Replacement Card Line.

### **Q5: What do I do if my Oregon Trail Card is lost or stolen and the Replacement Card Line is not open?**

If you discover your card was lost or stolen after business hours or on a weekend, you will need to do the following:

- Call the toll-free Oregon EBT Customer Service Help Line at 1-888-997-4447 to report your card lost or stolen. This will cancel the card so no one else can use your benefits. You can call the Customer Service Help Line 24-hours a day.
- Call the toll-free Oregon Trail Card Replacement Line at 1-855-328-6715 to ask that a replacement card be mailed to you. You can call the Replacement Line Mondays through Fridays between 8 a.m. and 5 p.m.

### **Q6: What do I do if my Oregon Trail Card doesn't work?**

If your Oregon Trail Card is damaged and doesn't work, take it to your local DHS office and request a replacement. This is one of the few reasons a card can be replaced in a local DHS office. If you don't bring your damaged card to the DHS office, the office can't give you a new one. You'll need to call the Replacement Card Line to ask for a new one to be sent by mail.

### **Q7: Are there other reasons a card can be replaced at a local DHS office?**

There are very few exceptions and they all require a case worker's approval, and a DHS supervisor's review and approval, before a card will be replaced in a local office. A card may be replaced in a local office under one of these circumstances:

- Your card is damaged **and** you bring the card to the office for replacement.
- A person must be removed from your case and a new card is necessary for you to access your benefits.
- Your card is destroyed in a natural disaster or fire.
- You are not able to access the card due to domestic violence.
- If a delay in issuing the card would jeopardize the health and safety of a household member.

**Q8: What if I just need a new PIN number?**

If you need a new PIN number because you forgot it or someone is using your card and PIN without your approval, you have three options for getting a new PIN:

- Bring your Oregon Trail Card to the closest DHS office and a receptionist can help you get a new PIN
- Call the toll-free Customer Service Help Line at 1-888-997-4447 and ask for your PIN to be changed
- Go online to [www.ebtEDGE.com](http://www.ebtEDGE.com) and change your PIN

**Q9: If someone speaks a language other than English, can the Customer Service Help Line and Replacement Card Line staff still help them?**

Yes. Both lines have staff who speak a variety of languages. If the staff doesn't have a member that speaks a client's language, they have other interpretation tools and services they can use to communicate with a caller.

**Q10: If I don't have a permanent home address, how will I get my new card?**

Your replacement Oregon Trail Card will be sent by U.S. Mail to the mailing address DHS has on record for you.

**Q11: What are some things I can do to keep my Oregon Trail Card safe and working right?**

Here are four simple things you can do:

- Don't leave your card lying around, even at home. The card is like cash so be sure to keep it in a safe place
- Keep your card away from magnets, televisions, stereos, VCRs or microwaves. These can damage the electronic strip on the back of the card. If the card is placed on or near these items, it may stop working.
- Memorize or keep your PIN number in a safe place. If you must write it down, keep it in a different place than your card.
- Don't let a store clerk or anyone else see your PIN as you enter it when making a purchase.

**Q12: How can I find the closest DHS office?**

If you need help locating your local DHS office, call 1-800-SAFENET (1-800-723-3638), or visit the DHS website at [www.oregon.gov/dhs](http://www.oregon.gov/dhs).