

How do I use my card at an ATM (Automated Teller Machine)?

If you receive Work First New Jersey cash assistance, you can get cash and check your balance at any ATM with the Quest® logo.

Follow the ATM instructions for scanning or entering your card.

- Enter your PIN.
- Choose the Cash Withdrawal or Balance Inquiry option.
- Select the Checking option.
- If your transaction is approved, the ATM will give you your cash and print a receipt.

You can withdraw cash three times every month without a fee. Each extra withdrawal will cost you 45¢, which will be taken out of your cash account. There is never a charge for balance inquiries at an ATM.

Families First Discovery Pass Program

You can use your Families First EBT card to receive free or highly discounted admission to arts and history organizations, venues and programs throughout the state of New Jersey. For more information and a list of participating organizations, visit www.FamiliesFirstDiscoveryPass.com.

Lost, Stolen or Damaged Cards

If your card has been lost, stolen or damaged, report it immediately. This will “freeze” your card so no one can use your benefits. You can report it online at www.NJFamiliesFirst.com, using the ConnectEBT app or by calling customer service at 1-800-997-3333. After reporting, visit your county board of social services to get a replacement card. You may receive up to two replacement cards for free. After that, there is a fee of \$2.00 for each additional card.

Online Services

You can check your benefits, change your PIN, report a lost, stolen or damaged card and see your transaction history quickly and securely online at www.NJFamiliesFirst.com or on the ConnectEBT app. You can set up your account either on the website or the app, using the same username and password for both. You will need to verify your identity when you create your account.



The ConnectEBT app is free and available in English and Spanish. You can download it in the Apple App Store or the Google Play Store.



This institution is an equal opportunity provider.
New Jersey Department of Human Services
Division of Family Development.



Using your New Jersey
Families First
EBT Card

NJFamiliesFirst.com
1-800-997-3333



Your new Families First EBT card

Your Families First Electronic Benefits Transfer (EBT) card provides a safe, easy way to access your NJ SNAP (Supplemental Nutrition Assistance Program) and cash assistance benefits.

Do Not Throw Your Card Away!

You will not receive a new card each month.

How can I use my card?

Your SNAP benefits can be used to buy food items, such as fruits and vegetables, meat, dairy products, breads and cereals, snacks, or seeds and plants you can eat.

Your SNAP benefits cannot be used to buy alcohol, tobacco, household items, vitamins and supplements, or prepared food sold at the store.

If you receive cash assistance benefits through Work First New Jersey (WFNJ), you can use your card to purchase items not allowed by NJ SNAP.

Where can I use my card?

You can use your card at participating grocery or convenience stores, farm stands and farmer's markets or ATMs (WFNJ only). You can also use your card online for curbside pickup or delivery at some stores. (Your benefits cannot be used to pay for service or delivery tips or fees.) Look for the SNAP logo, a sign that says "EBT/SNAP accepted here" or ask a store clerk if they accept SNAP. Find a list of stores, including those with online ordering on the Using Your Benefits page on www.NJSNAP.gov.

To pay with your benefits in the store, slide your card through the machine and choose FOOD (SNAP benefits) or CASH (WFNJ cash assistance), then enter your PIN.

Save your receipt so that you know your balance the next time you go shopping.

Families First cards may not be used to access cash benefits from the following locations:

- Liquor stores
- Casinos/gaming establishments
- Retail establishments providing adult entertainment, such as strip clubs

It is a crime to sell your card and PIN to others. If a violation is determined, you will:

- Pay back any benefits obtained illegally
- Be disqualified from the program
- Be referred for criminal prosecution

Using your benefits

- You will receive your benefits on the same date at the beginning of each month.
- If you do not use any of your food or cash assistance benefits for nine months, your old benefits will be removed from your card. Once the benefits are removed, they will not be replaced.
- If your case closes and you still have benefits left in your account, you can use your card until your balance is \$0.
- If your account balance is different than you expect, contact your county board of social services.

How do I find out how much money is in my NJ SNAP and cash accounts?

- Check your last receipt
- Visit www.NJFamiliesFirst.com
- Use the ConnectEBT app
- Call customer service at 1-800-997-3333
- Go to an ATM with the Quest® logo and select the Balance Inquiry option (WFNJ benefits only)



What if I forgot or need to change my PIN?

If you forget your PIN or need to change it, you can do so online at www.NJFamiliesFirst.com or on the ConnectEBT app. You can also call Customer Service at 1-800-997-3333 or visit your county board of social services.

To keep your benefits safe:

- Never tell anyone your PIN
- Do not write your PIN on your card or cardholder
- Do not carry your PIN with you in your purse or wallet, where someone could find it

If someone else has access to your card and PIN and they use your benefits, your benefits will not be replaced.

