

# P-EBT Card PIN Instructions

- Call the EBT card phone number: **800-997-2555**.
  - ✓ The caller will hear “Thank you for calling Massachusetts EBT Customer Service. Press 1 for English.” The message has additional prompts for other languages (Press 2 for Spanish, etc...).
- The caller will then hear “To PIN your child’s P-EBT, enter the last four digits of the case number on the DTA notice when prompted for the last four digits of your SSN. Enter your child’s date of birth. For questions, contact DTA’s Assistance Line at 1-877-382-2363”
  - ✓ “Enter your card number”  
(the caller must enter the 18-digit P-EBT card# - 600875 XXXXXXXXXXXXX)
  - ✓ “Enter the last four digits of your SSN”  
**(IMPORTANT: Instead, enter the last 4 digits of the case number found on the notice).**
  - ✓ The caller will then hear the numbers entered back “You entered XXXXXXXX if this is correct, press 1 if not press 2.”
  - ✓ “Enter your date of birth using 2-digit month, 2-digit day, and 4-digit year”.  
**(IMPORTANT: Instead, they must enter the DOB of the individual child).**
  - ✓ The caller will then hear the numbers entered back “You entered MM/DD/YYYY, if this is correct press 1 of not press 2.”
  - ✓ “Enter your new 4-digit PIN” – Caller can then enter the new PIN they would like to use.