Freeze Card

Freeze Card is a card-level feature in ebtEDGE that allows cardholders to temporarily disable their card from being used for purchases or PIN updates.

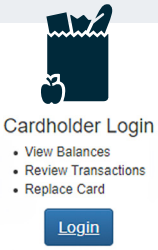
Customers can freeze or unfreeze their card in seconds by logging into the FIS ebtEDGE mobile app or through the ebtEDGE cardholder portal.

When the "freeze" feature is on, the following will NOT occur:

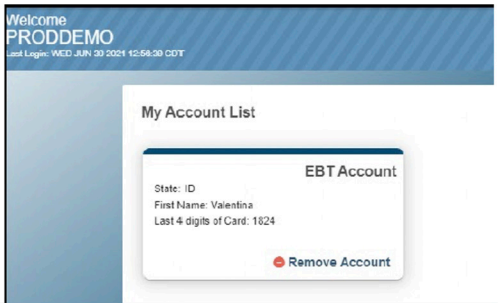
- Food or cash purchase
- Cash withdrawal
- PIN selection or change
- Balance inquiries

How to Freeze a Card

Log into FIS ebtEDGE as a Cardholder at **www.ebtedge.com** or log into the mobile app at **www.fisglobal.com/ebtedgemobile**.

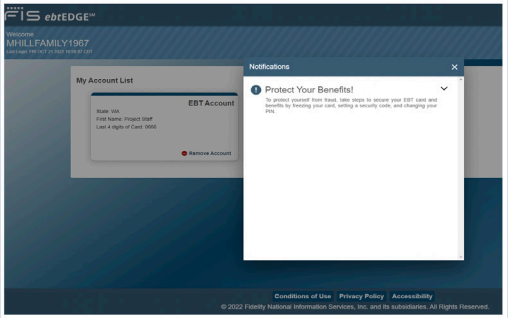


1. Select an account to view its **Account Summary**.
2. Select **Freeze Card** from Account Services.
3. Select **OK** on the Freeze Card Confirmation message.

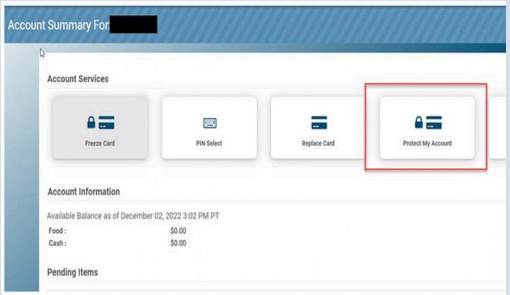


Transactions

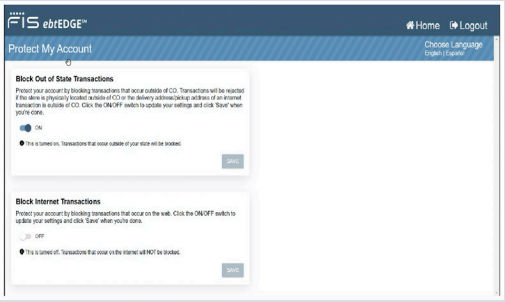
1. Log into FIS ebtEDGE as a Cardholder or log into the mobile app.



2. Select an account to view in **Account Summary**.
3. Select **Protect My Account**.



4. Enable **Block Out of State Transaction**.
5. Enable **Block Internet Transaction**.



BE AWARE BE PREPARED

EBT

Protect your Benefits from Card Skimming and Cloning

Washington State Department of Social & Health Services

Transforming lives

DSHS 22-1911 (1/23)

What is Card Skimming?

Skimming occurs when devices are illegally installed on ATMs, point-of-sale terminals or fuel pumps that capture data or record cardholders' PINs. Criminals use this data to create fake debit or credit cards, then steal from victims' accounts.

Card skimming theft can affect anyone who uses their credit, debit or EBT cards at ATMs, gas stations, restaurants or retail stores.

Report and Replace

Replace your EBT card right away, change your PIN and file a police report if you think you have been a victim of skimming.

Contact FIS ebtEDGE on their mobile app, or immediately call 1-888-328-9271.

ATM and Point of Sale Terminal Skimming

ATM skimmer devices usually fit over the original card reader.

Some ATM skimmers are inserted into the card reader, placed in the terminal or situated along exposed cables.

Pinhole cameras installed on ATMs record customers entering their PINs. Pinhole camera placement varies widely.

In some cases, keypad overlays are used instead of pinhole cameras to record PINs. Keypad overlays record a customer's keystrokes.

Skimming devices store data to download or wirelessly transfer it later.

How to Check for a Skimmer

Before using an ATM or point-of-sale terminal, check for alignment issues between the card reader and the panel underneath it. Skimmers are often placed on top of the actual card reader, which makes it stick out at an odd angle or cover arrows in a panel.

What Can I Do to Protect My EBT Card?

- Change your PIN frequently.
- Check your balances and transactions often.
- Don't set your PIN to something easy to guess.
- Don't respond to phone calls, emails or text messages asking for your card number or PIN