

DATE: September 19, 2022  
TO: All State and Local Staff  
FROM: Khristy Horne, EBT Administrator  
Michele Thomas, SNAP Program Manager  
Division of Benefit Programs  
SUBJECT: EBT BENEFIT CARD POSSIBLE PHISHING  
CONTACT(S): Khristy Horne, [khristy.horne@dss.virginia.gov](mailto:khristy.horne@dss.virginia.gov)

Acronyms used in this broadcast:

EBT Electronic Benefit Transfer  
P-EBT Pandemic Electronic Benefit Transfer  
PIN Personal Identification Number  
SNAP Supplemental Nutrition Assistance Program  
OTC Over the Counter

This afternoon, VDSS received a report that P-EBT and EBT cardholders are receiving calls or texts advising them to call a phony 1-866 number ending in 0486 to activate their EBT account. This number is NOT our client customer service helpdesk. **This is a Phishing attack.**

Please inform cardholders to **Not Respond** to the text or answer a call from 866-XXX-0486 or from “VA EBT”. Instruct cardholders to simply **Delete** the text and/or **Decline** the call. Notify cardholders not to dial or text the phone number. **It is PHISHING.** Please be aware that our Client Customer Service Helpdesk will never call the cardholders and ask for their card number and PIN.

If a user calls the phishing number, the recording says “VA EBT” and asks the cardholder to enter their card number and PIN; then, asks the cardholder to verify their PIN by putting in their PIN number again. Upon entering the PIN for a second time, the call will disconnect. Please be aware that our Client Customer Service Helpdesk will never call the cardholders and ask them to activate their cards, nor will they ask for their PIN.

If a customer notifies you that they have called the invalid phishing 866 Number, please have the cardholder contact the correct Virginia EBT Client Customer Service Helpdesk at 1-866-281-2448 to report their card stolen and have a new card issued. EBT Issuance staff may also status and replace the card by mail in the EPPIC system or issue a replacement benefit card OTC. Instructions to do so can be found at the following link: [SNAP ELECTRONIC BENEFITS TRANSFER \(EBT\) \(virginia.gov\)](#)

We are working diligently with our Public Affairs Division to provide information to the public. If you have questions, please contact the individual noted above.

Thank you