

# Troubleshooting the 2 Most Common P-EBT Parent Questions You May Receive

I need a new card, I spoke to FSSA and they told me my address needed to be updated:

- EBT card services are a contracted service. **They are speaking with Conduent EBT services and not “FSSA”**. When they request a replacement via the PEBT website, they provide the address to which they want the card delivered.
- **The only correct way to request a replacement card for PEBT is via the PEBT website.** [FSSA: DFR: Pandemic EBT \(in.gov\)](#)
- Only encourage card replacement if necessary. Prior to summer issuances, DFR becomes inundated with thousands of unnecessary replacement requests and it takes months to resolve.

My child did not receive the PEBT benefit:

- Check export in LINK portal to determine if benefit was issued for time frame in question
  - If yes, benefits **WERE** issued
    - If child had benefits issued Jan 2021 or later, the benefits went to that card
      - If parent does not have that card, they visit the PEBT website to request a new one
    - Parents often have multiple cards. They can call the number on the back of the card to determine which is the “active” card. They cannot use that number to request a card replacement.

**The only way that parents should request a new card is via the PEBT website. Do not call EBT customer service.**

- If child is **NOT** on the export
  - Determine if child should have been eligible for given time frame
    - If no, then this is correct
    - If yes, then determine if information was correct in SIS.
    - If yes, submit ticket to DOE to determine what was received in DEX and resolve from there