

Issuance Notice:

Households may experience a delay (due to card shortages) in receiving newly mailed P-EBT cards due to a birthday correction.

If you have been issued a new card in the mail:

Households will need to follow the instructions on the DWS Pandemic EBT website if they are having an issue activating their card or if a card hasn't been received by August 31, 2023. Updated information will be posted on the DWS Pandemic EBT webpage. <https://jobs.utah.gov/covid19/pebt/>

To check your card balance:

This can be done by having the household call the number on the back of the card. If benefits are not issued to their account by August 7th, 2023, the household will need to contact DWS using the email PEBT@utah.gov and include information listed below.

Subject: PEBT Benefits for Eligible Student

- Names and birthdate for all school children as of May 2023
- School and District attended for each child
- Names of ALL parents/guardians living in the home
- Household full mailing address (US Postal Service address)

(There is a materials shortage at the card manufacturer so households may experience a delay in receiving a new P-EBT card in the US Postal mail).

PIN Issues:

Question: I'm unable to set my pin or the information I am entering is "Incorrect", what do I do?

Answer: If when setting up your PIN you receive the error Message "the information entered is Incorrect or doesn't match", this means the mailing zip code or date of birth is not correct.

1. Try any other child's date of birth to set up the PIN.
2. If you are not able to get any birthdates to work, send an email to pebt@utah.gov with the name of the child(ren), birthdate of child(ren), mailing address, names of all parents/guardians living in the home for assistance and the last 4 digits of the card number you are having issues with.

Question: When I try to set my pin, I'm getting a "PINs do not match" message.

Answer: This means the confirmation PIN you entered was different than the first number you entered.

Question: I am getting the message "The PIN you selected is Invalid".

Answer: This means you selected a number that is not allowed, and you will need to choose a different number

Question: How do I know if my PIN was set up correctly?

Answer: You will know you have successfully selected a PIN if you hear a message stating so and you hear your card balance.