

Dear Parent:

The P-EBT program has been in full swing over the last few months. Student records have and continue to be processed by the Commonwealth's vendor, and families are receiving their benefits. All benefits will be processed and mailed by the end of July.

PDE has been fielding hundreds, if not thousands, of emails and phone calls. We are also aware that sponsors are assisting families as benefits are received. Below are some general questions and resources that can assist families with their questions.

Guidance and Resources for assisting parents with P-EBT questions.

Q: What can a parent do to ensure their benefits are received?

A: Confirm the following information was accurately provided to the school:

- Was the student free/reduced;
- Was the student on the file that was remitted to PDE or obtained by PDE from PrimeroEdge;
- Did the student move during COVID closures;
- Is the date of birth accurate;
- Is the address accurate; and
- Is the guardian information accurate?

Q: How can families check card balances?

A: 1-888-328-7366 or www.connectebt.com

Q: How can a family request a replacement card due to a lost or damaged card?

A: Parent should complete the P-EBT Inquiry Form at <https://www.emergencymealsurvey.com/>

Q: What should a family do if they believe they should have received a benefit and did not.

A: All benefits will be processed and mailed by the end of July. If a parent believes they should have received a card and has not after July 31st, have the parent complete the P-EBT Inquiry Form at <https://www.emergencymealsurvey.com/>

Q: Who can assist parents that are having issues with the card's PIN?

A: Parents should email RA-PWPEBTQuestions@pa.gov for assistance.

Q: Where does one obtain additional information on P-EBT (How much will the household receive, information for pinning P-EBT cards, and much more)?

A: <https://www.dhs.pa.gov/providers/Providers/Pages/Coronavirus-Pandemic-EBT.aspx>