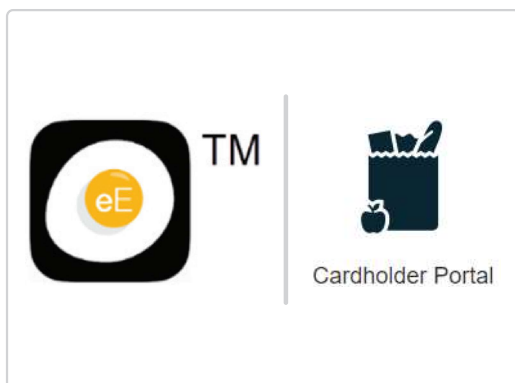# Safeguard Your Card
New EBT Freeze Card Feature is Available

Use the new freeze card feature to help secure your Electronic Benefit Transfer (EBT) card and protect your benefits from scam-related theft. You can freeze your EBT card when it is not in use and then unfreeze the card to make a purchase. Freezing your card is easy. Follow these four simple steps:
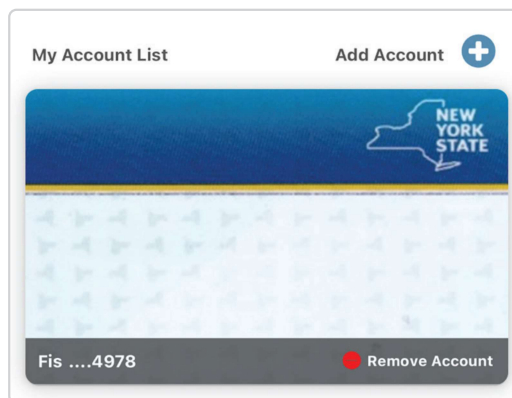
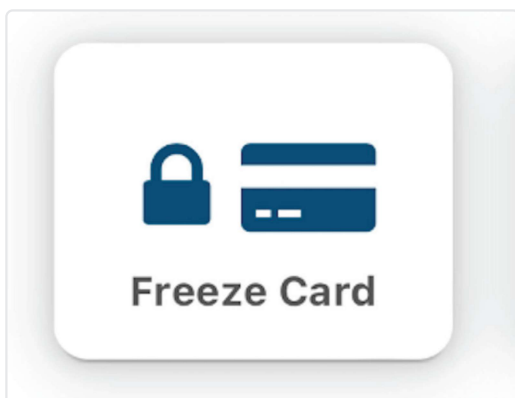**1** Download or open the **ebtEDGE** app on your mobile device or go to the cardholder portal on **ebtEDGE.com**.

2 Securely log in to your account and tap "**Freeze Card**" under "**Account Services**."
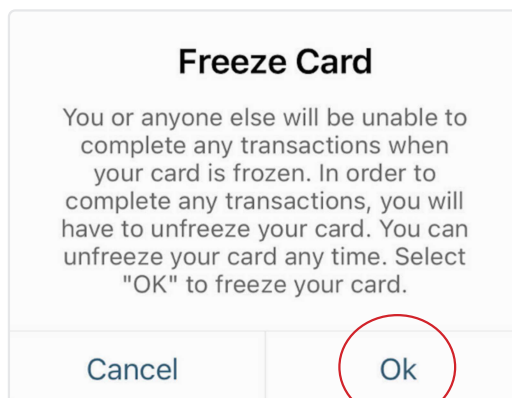

3 Select "**Freeze Card**."

4 A Freeze Card confirmation message will appear. Select "**OK**" to confirm.

Freezing your EBT card will block all purchases, balance inquiries, and transactions. Whenever you go shopping, use the ebtEDGE app to unfreeze your card and freeze it again after you check out. You can also use the ebtEDGE app, or go to **ebtEDGE.com**, to block online or out-of-state transactions.

For more ways to protect your benefits, visit:
otda.ny.gov/ebtscam

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