IMPORTANT - PLEASE READ THIS FIRST!

Does the case number on your EBT card number begin with “99”?

Is the name on the card your child’s name?

If NO, please disregard this page.

If YES, your child has been issued a Pandemic EBT (P-EBT) card. To use this card, it must be activated by selecting a 4-digit PIN.

1. To PIN this card, please call 1-888-997-1117 and follow the prompts.
2. You will need the following information ready:
   • Your child’s 16-digit card number
   • Your child’s 4-digit activation number (entered when prompted for the last 4-digit SSN)
   • Your child’s date of birth
   • Your child’s mailing address
More Information:

4-digit activation number needed to PIN
A 4-digit activation number is automatically assigned to every P-EBT case. The activation number is either the last 4 digits of your child’s Local Student ID or if not provided to DCFS by your child’s school, a generic number was assigned. Please contact your child’s school for assistance with your child’s Local School ID or to obtain the generated number.

Where can I get more information about P-EBT?
To receive more information regarding P-EBT, including the schedule of benefit issuance and FAQs, please visit the Department of Children and Family Services’ P-EBT website www.pebt-la.org.