

FOR IMMEDIATE RELEASE
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SNAP Recipients Warned of Potential Scam

COLUMBUS, OHIO – The Ohio Department of Job and Family Services has learned of a potential Supplemental Nutrition Assistance Program (SNAP) scam. Some SNAP recipients have been connected to a fraudulent customer service number and were asked to provide a credit card number so that they could be charged “shipping fees” for a new Ohio Direction/EBT card. Some also were told they won a cruise or \$100 gift card and were asked for other personal information.

The Ohio Department of Job and Family Services never asks customers to provide credit card numbers, and customers are not charged to replace their cards. Anyone needing assistance with their SNAP account, including obtaining a replacement card, should call 1-866-386-3071 (toll-free) or contact their county department of job and family services. To find contact information for your county department of job and family services, visit jfs.ohio.gov/county.

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The Ohio Department of Job and Family Services manages vital programs that strengthen Ohio families. These include job training and employment services, unemployment insurance, cash and food assistance, child care, child and adult protective services, adoption, and child support services.

