

How to Combat EBT Card Fraud

- To help prevent EBT card fraud, use only approved MDHHS EBT mobile applications. Below are the only approved mobile applications and a link to the cardholder portal.

ebtEDGE for Android:

https://play.google.com/store/apps/details?id=com.fis.ebtedge&hl=en_US&gl=US

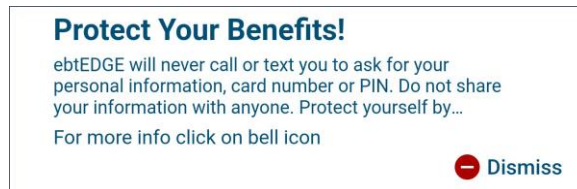
ebtEDGE for Apple:

<https://apps.apple.com/us/app/ebtedge/id1398046228>

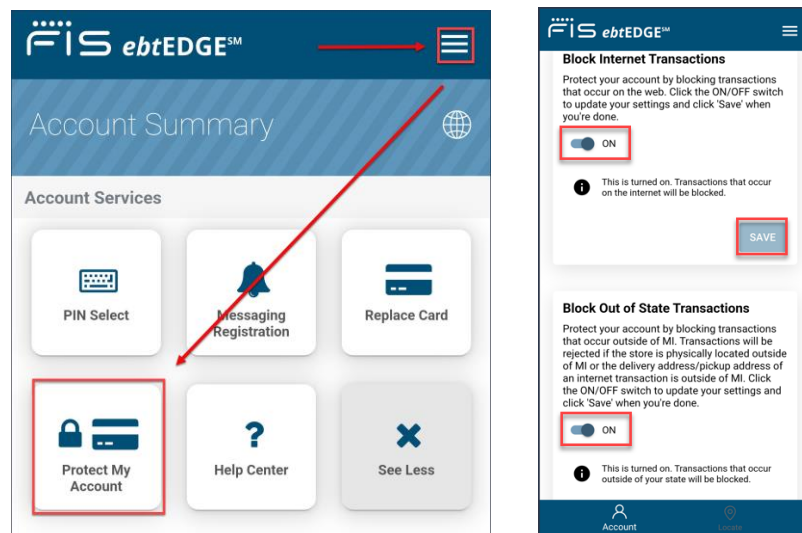
ebtEDGE Cardholder Portal:

<https://cardholder.ebtedge.com/>

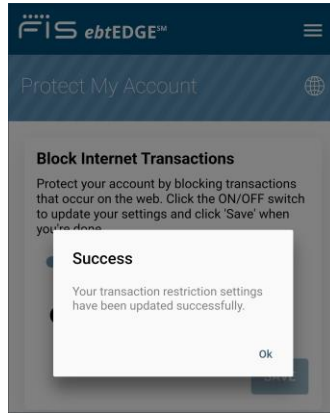
- The EBT vendor for the Michigan Department of Health and Human Services will never send emails or text messages regarding “locked” cards. They will never ask for your personal information or account PIN number via email or text message or phone call. Potential fraud attempts may include text messages, emails and phone calls. If you receive a phone call and question the validity of that call, please hang up and dial EBT customer service at 888-678-8914. As a note, MiBridges will never request your information via text, email or phone call.
- After an account has been created in the ebtEDGE mobile application or cardholder portal, users can change their current account PIN or disable out of state transactions or internet purchases.



How to use the “Protect My Account” function in ebtEDGE mobile.



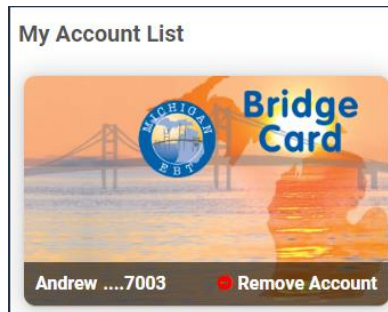
Confirmation screen.



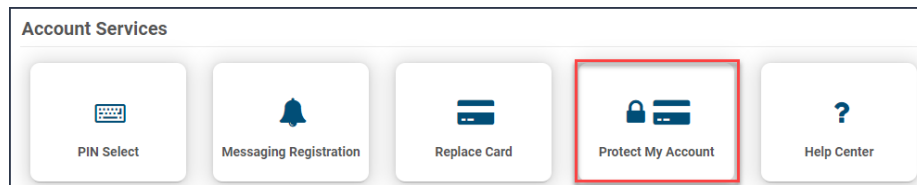
To utilize the “Protect My Account” functions in the ebtEDGE cardholder portal, click on the link above and create an account. Note, if you have already created an account using the mobile application, simply use your UserID and Password from the mobile application.

To use the Cardholder Portal, see below.

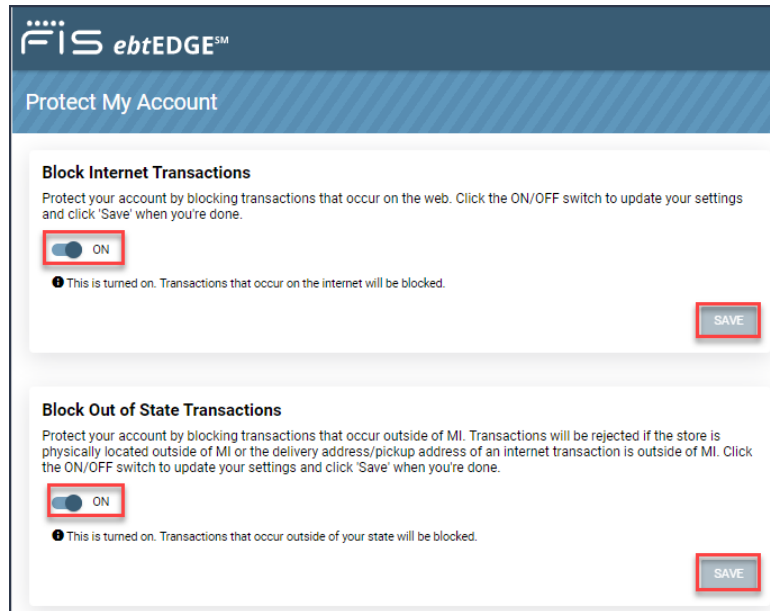
Once your account has been created, click on the Michigan Bridge Card logo to access the account.



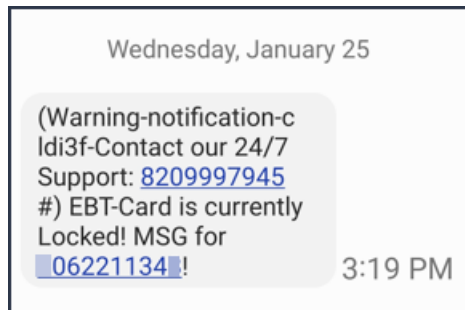
Select the “Protect My Account” option as shown below.



Select “Block Internet Transactions” and “Block Out of State Transactions” accordingly and enable the “SAVE” button for each.



- Blocking Out of State Transactions and Internet Transactions will help keep your account safe. If you travel to another state or wish to complete an internet transaction, you will need to log in and temporarily change these options.
- The Michigan Department of Health and Human Services recommends deleting and not acting upon received text messages similar to the screenshot shown below.



END.