



## New Flexibilities for People in the FNS Program

### What You Need to Know About the Food and Nutrition Services (FNS) Program After Hurricane Florence:

- **You can use your FNS Electronic Benefits Transfer (EBT) card at any authorized retailer, even if you are out-of-state.**
- **Lost or damaged EBT cards can be replaced by calling the EBT Call Center at 1-888-622-7328.**
- **You can use your EBT card to purchase hot food.**
  - North Carolinians in the FNS program can purchase hot food, including food prepared for immediate consumption, from authorized EBT retailers using their EBT card until Oct. 31.
  - This will ensure families who are not able to prepare food at home due to displacement or power outages still have access to warm meals.
  - Customers should inquire first with the store to see if they can process hot food purchases. This is for authorized EBT retailers, not restaurants.
- **You have until Oct. 15 to report a food loss and request replacement benefits.**
  - Families who have a loss of food purchased with their September FNS benefits will have longer than the normal 10 days to report the loss to receive replacement benefits.
  - Families have until Oct. 15 to request a replacement.
  - This will provide additional time for families who cannot report a food loss to their local Department of Social Services (DSS) office due to displacement, transportation issues or other storm-related hardships.
- **DHHS is working with the U.S. Department of Agriculture to receive authority for a Mass Replacement Waiver and a Disaster FNS program.**
  - These flexibilities have not yet been approved for North Carolina. Once DHHS has approval, this information will be communicated.