

Galax City Public Schools
223 Long Street
Galax, VA 24333
276-236-2911 // 276-236-5776 fax

NOTICE

This is an update regarding questions we have received about summer Pandemic EBT (P-EBT) benefits.

The Virginia Department of Social Services (VDSS) has recently made us aware that many households did not receive summer P-EBT benefits due to a card processing error. We have been informed that affected households will be issued a new P-EBT card and that all cards should be received no later than September 30.

If you recently received a P-EBT card that is not working, a replacement card is already on the way. You do not need to take any action to report your invalid card. VDSS has identified the households affected by this error. Please do not contact the P-EBT call center to order another card, as this may further delay the processing of your benefits.

We understand this delay has been frustrating and want to assure you that we are in communication with VDSS to ensure the issue is fixed as quickly as possible. Schools are not able to provide answers to your P-EBT questions. Please visit PEBTVA.com for the latest information and guidance concerning P-EBT. We sincerely apologize for the inconvenience and thank you for your continued patience as VDSS works to resolve this matter.

If you have not received a new card or benefits by September 30, please contact the P-EBT Call Center at 1-866-513-1414.

Please note that this processing issue impacts the P-EBT program only and does not affect the release of benefits for participating Supplemental Nutrition Assistance Program (SNAP) households.