

Department of Economic Security  
Family Assistance Administration  
P.O. Box 19009  
Phoenix, AZ 85005

**Case Number:** 00000000  
**Notice Number:** X021  
**Notice Date:** May 16, 2024  
**Program:** Nutrition Assistance (NA)

First Last-Name  
123 N Any Ave  
Phoenix, AZ 85000



## Arizona Summer Nutrition (SUN Bucks) Program

**\*\* We now offer all services by telephone \*\***

Dear First Last-Name,

Eligible children are automatically eligible and enrolled in a new program called Arizona SUN Bucks.

Name:

LAST-NAME, FIRST

You do not need to apply or take further action to receive these food assistance benefits. SUN Bucks helps families buy food during the summer when school is out.

### **YOUR SUN BUCKS BENEFIT AMOUNT**

You will receive a one-time payment of \$120 for each eligible child listed above. Once the funds are available, you can buy eligible food at grocery stores, farmer's markets, and other authorized SNAP retailers. To locate participating retailers, you may visit [www.fns.usda.gov/snap/retailer-locator](http://www.fns.usda.gov/snap/retailer-locator). These benefits are non-transferable.

### **HOW TO GET YOUR BENEFITS**

Your SUN Bucks funds will be available for 122 days and expire on **September 13, 2024**. SUN Bucks must be used by this date, after which any unused benefits will no longer be available or replaceable. For more information on when benefits will be available visit [azed.gov/sunbucks](http://azed.gov/sunbucks).

Receiving SUN Bucks will not affect children or families immigration status.

### **CURRENT EBT HOLDER INFORMATION**

SUN Bucks benefits will be added to you current Electronic Benefits Transfer (EBT) card for you Nutrition Assistance (NA) case.

SUN Bucks benefits will be put on your EBT card based on the first letter of your last name. To see when your SUN Bucks benefits will be available on your EBT card or other general questions, please go to the SUN Bucks website at [www.azed.gov/SUNBucks](http://www.azed.gov/SUNBucks).

### **NEW EBT CARDHOLDER INFORMATION**

A new Arizona EBT card will be mailed to your address and can take 2-3 weeks to arrive from the date of this letter. Please keep your EBT card as it can be used for next summer's benefits. The EBT card will look like this:



If you need your card earlier, you may stop by any Arizona Department of Economic Security (AZDES) local office to pick up an Arizona EBT card over the counter. Have a state issued ID, driver's license, or any other government-issued identification available along with this letter ready to present to the office for further assistance.

Replacement Card Fee – 1 free per year, then \$5.00 each.

**Set your PIN:** To setup your EBT card call 1 (888)-997-9333. **You will need the 16-digit card number you received, the date of birth of the person named on the card, and the 8-digit case number at the top of this letter.**

If your address has changed this year, please call 1-(833)-648-4406 to ensure your benefits card is sent to the right address.

If you believe you have been issued benefits in error, please call 1-(833)-648-4406 and report it to the SUN Bucks Program.

If you received duplicate benefits for a child from more than one State, you should only use benefits from the State or Indian Tribal Organization (ITO) where your child(ren) attended a National School Lunch Program during the school year 2023-2024.

If you do not wish to participate in SUN Bucks, please opt out by calling 1-(833)-648-4406 and cutting up your card.

### **HOW TO TAKE CARE OF YOUR EBT CARD AND PIN**

- Sign the back of you card.
- Do not write your PIN on your card.
- Keep your card safe and clean
- Do not bend your card
- Keep your card away from magnets and electronic equipment, such as TVs, radios, DVD players, microwaves, etc.
- Do not place it in direct sunlight (e.g., on your car's dashboard).

## **ALLOWABLE PURCHASES**

You can use your EBT card to purchase the following items:

- Food products for human consumption, including baked goods
- Vegetable seeds, food-producing plants, roots, and trees
- Items considered health foods such as wheat germ, brewer's yeast, sunflower seeds packaged for human consumption, rosehips powder, and enriched or fortified foods
- Baby formula
- Diabetic or dietetic foods
- Deposits on returnable bottles or containers
- Distilled water or ice labeled for human consumption
- Items used in preparation or preservation of food such as spices and herbs, pectin, lard, or shortening
- Snack food such as candy, potato or tortilla chips, chewing gum, and soft drinks

## **PURCHASES NOT ALLOWED**

You cannot use your EBT card to purchase the following items:

- Alcoholic beverages and tobacco
- Non-food items such as soap and toiletries, paper products, cleaning products and cooking utensils.
- Live animals, except shellfish and fish removed from water
- Items used for gardening such as fertilizer, peat moss, and similar products
- Items not intended for human consumption such as laundry starch, dog and cat food, seeds packaged as birdseed, and decorative dye that is used to color hard-cooked eggs
- Vitamins and minerals in any form
- All health aids such as aspirin, cough drops or syrups and other cold remedies, antacids, and all prescription medicines
- Hot foods and hot food products sold in grocery stores, hot at the time of sale and ready for immediate eating
- All foods marketed to be heated and served on premises, and any prepared food sold to be eaten on the premises

## **WHO TO CONTACT IF YOU HAVE QUESTIONS**

Call the SUN Bucks Customer Service Hotline at 1 (833) 648-4406 Monday – Friday, 8:00 a.m. to 5:00 p.m., excluding state holidays. Self-service is available 24/7 via the Interactive Voice Response (IVR) by calling the phone number above. For general information about your SUN Bucks you can also visit [www.azed.gov/SUNBucks](http://www.azed.gov/SUNBucks).

In addition to SUN Bucks, children aged 18 years and under in your household can also receive free meals during the summer at a summer meal site. You can call 1-866-3-hungry or 1-877-8-hambre (or text 914-342-7744 with the keyword "summer meals") to find the location closest to you.

## **HOW TO APPLY FOR NUTRITION ASSISTANCE (NA) BENEFITS**

- You can apply online at: [www.healtharizonaplus.gov](http://www.healtharizonaplus.gov).  
\* If you already have a Health-e-Arizona Plus account, log into your account. Click on Begin a



New Application.

\* If you do not have an account, you will need to create an account. Log into the account and click on Begin a New Application.

- You can call 1 (855) 432-7587 to complete an application over the phone or request an application be mailed to you.
- You can download and print an application from the DES website at [www.azdes.gov](http://www.azdes.gov) If you have an application mailed to you, or you download an application, it can be mailed to the following:  
Department of Economic Security  
PO Box 19009  
Phoenix, AZ 85005-9009
- In person at any Department of Economic Security Family Assistance Administration office. You can find a nearby office by visiting <https://azdes-community.my.salesforce-sites.com/EOL/>.

## **RIGHT TO APPEAL**

If you think the SUN Bucks Program has made a mistake, you can appeal the decision. To appeal means to tell someone at the SUN Bucks Program that you think the action was incorrect and you want a fair review of the action. You can be represented in the process by someone other than yourself. You can request an appeal in the following ways:

By phone 1 – (833) 648-4406.

By mail: Arizona Department of Education, 1535 W. Jefferson, Bin #7, Phoenix, AZ 85007

Attn: HNS SUN Bucks

By website: Go to [azed.gov/SUNBucks](http://azed.gov/SUNBucks) and click on Appeals

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In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity. Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotope, American Sign Language), should contact the agency (state or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: [www.usda.gov/sites/default/files/documents/ad-3027.pdf](http://www.usda.gov/sites/default/files/documents/ad-3027.pdf), from any USDA office, by calling (833) 620-1071, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to: mail: Food and Nutrition Service, USDA 1320 Braddock Place, Room 334, Alexandria, VA 22314; or fax: (833) 256-1665 or (202) 690-7442; or mail: [FNSCIVILRIGHTSCOMPLAINTS@usda.gov](mailto:FNSCIVILRIGHTSCOMPLAINTS@usda.gov)

This institution is an equal opportunity provider.

Este aviso se refiere a la información importante acerca de sus beneficios, los plazos cortos para pedir una Audiencia y la manera de seguir recibiendo beneficios si usted está en desacuerdo con nuestra decisión. Llame de inmediato al DES al 1 (855) 432-7587 y DES le leerán este aviso a usted en español.



DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*

