

FREQUENTLY ASKED QUESTIONS

To Report Lost, Stolen, or Damaged EBT card
Call FIS 1-888-328-4292
1-877-447-5990 (TTY)

To Check EBT Account Balance
<https://www.ebtedge.com>

To Apply Online
<http://pais-benefits.dhs.hawaii.gov>

Not what you're looking for?

Visit <https://humanservices.hawaii.gov/>
or scan the QR-Code below
for more information.



Recommended browsers for viewing:
Google Chrome and **Mozilla Firefox**

CONTACT INFORMATION FOR SNAP/ FINANCIAL ASSISTANCE

1-855-643-1643

<https://pais-benefits.dhs.hawaii.gov/>

Available 24 hours
7 days a week

CALL CENTER LIVE AGENTS

Available Monday - Friday

8:00 am - 4:15 pm

Except Holidays

Interpreter Services available during this time

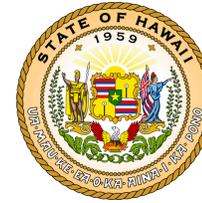
SCHEDULED INTERVIEW HOURS

Available Monday - Friday

8:30 am - 3:30 pm

Except Holidays

STATE OF HAWAII DEPARTMENT OF HUMAN SERVICES



BENEFIT, EMPLOYMENT AND SUPPORT SERVICES DIVISION (BESSD)

Supplemental Nutritional Assistance Program (SNAP) and Financial Assistance



3 WAYS TO CONNECT

Scan the **QR-Code** below for Processing Center locations and lobby hours



WHEN TO USE



CALL CENTER
855-643-1643

QUESTIONS ABOUT...

- SNAP
- Financial Assistance

Hours of Operation

*Available 24 hours / 7 days a week
If you would like to speak to an agent,
Call Center Hours are **Monday - Friday, 8:00 am - 4:15 pm**, except holidays.

Case Information

*Available Mon-Fri **6:45 am - 5:45 pm**, except holidays.

- Payment History
- Case status

Have a Scheduled Interview

Available Mon-Fri **8:30 am - 3:30 pm**, except holidays.

- Have your case no. available along with any documents related to your income and expenses.

*Interactive Virtual Agent

*Services currently available in English Only

WHEN TO USE



CHATBOT

QUESTIONS ABOUT...

- SNAP
- Financial Assistance

Hours of Operation

Available 24 hours / 7 days a week through Interactive Virtual Assistant.

WHEN TO USE



CONTACT FORM

QUESTIONS ABOUT...

- Your application
- Your case
- How to update your address

How to Use

- Go to pais-benefits.dhs.hawaii.gov
- Select "Contact Us"
- Complete our short form