



Q&A

SUN Bucks Eligibility	
Question	Answer
What are SUN Bucks?	SUN Bucks is a new program available to families that provides access to purchase food during the summer when school-aged children are not in school.
How do I know if my child is eligible?	<p>There are many ways your child can be eligible to get SUN Bucks.</p> <ul style="list-style-type: none"> • Your school-aged child received free or reduced meals under the National School Lunch Program (NSLP) or School Breakfast Program (SBP). • Your child’s school reported your child to be homeless, a migrant, or in foster care. • Your child received SNAP, Medicaid, or TANF anytime during the school year. • You applied for SUN Bucks and were approved. (See “How do I apply for SUN Bucks?”)
What does school-aged mean for SUN Bucks EBT?	<ul style="list-style-type: none"> • School-aged means the years when a child is required to attend school, or an equivalent program as defined by State or Tribal law. • In other words, the child must be between the ages of 5 and 18 by July 1st of 2023 to be eligible. • Children turning 18 during the 2023 – 2024 school year are still eligible. • Children in Pre-K and children older than 18 are also eligible if they are enrolled in a participating school and are categorically eligible, or if they reside in a household with an income below 185% and complete an application.
What does categorically eligible mean for SUN Bucks?	<p>The following children are considered categorically eligible for SUN Bucks.</p> <ul style="list-style-type: none"> • Children receiving SNAP, TANF, or Medicaid. • Children identified as homeless or migrants. • Children in foster care. • Children enrolled in Head Start. (Attending an NSLP/SBP participating school) • Runaway children. <p>(<i>Note to FAA:</i> More information is available here: 7 CFR 292.2 “Categorically eligible”)</p>
How will the SUN Bucks EBT benefit be issued?	<p>The SUN Bucks EBT benefit will be deposited onto the child’s SUN Bucks EBT card. The SUN Bucks EBT card will be different than the regular EBT card provided for SNAP. Cards will be automatically mailed starting 08/05/2024 for school year 2023-2024. If multiple children are in the home, the benefits will be deposited onto the card of the oldest school-aged child.</p> <p><i>Note to FAA:</i> Do NOT order new SUN Bucks EBT cards between 07/17/2024 and 08/12/2024. Cards will be mailed 08/05/2024 and adequate mailing time must be allowed before ordering a new card.</p>

Whom do I contact at my school to verify if my child was eligible for NSLP/SBP or if my child was reported as homeless, a migrant, or in foster care?	<i>FAA Instructions:</i> For questions about being eligible for NSLP/SBP or considered categorically eligible through the schools, please refer customers to contact NMPED (New Mexico Public Education Department) by email summer.ebt@ped.nm.gov or by phone at 505-695-8454.
Which schools are participating in the National School Lunch Program?	<i>FAA Instructions:</i> Refer to list of schools in the QuiKGuide and search for the customer's school. The list is found in QuiKGuide > Program Introduction>Supplemental Nutrition Assistance (SNAP) Programs>SUN Bucks . There is a public version of this list on the website here .
What if my child's school is not on the list?	Children that do not attend an NSLP/SBP participating school are not eligible for SUN Bucks if they were not automatically enrolled based on another criteria. (See " How do I know if my child is eligible? ") Some Bureau of Indian Education (BIE) and private schools do not participate in NSLP/SBP.
Are there any other food programs for children this summer?	Along with SUN Bucks, children under 18 in your home can receive free meals during the summer at a summer meal site. You can call 1-866-3-HUNGRY or 1-877-8-HAMBRE, or you can text 914-342-7744 with the keyword "SUMMER MEALS" to find the location closest to you.
Do I have to be a US Citizen to apply for SUN Bucks?	No, Citizenship is not a factor of eligibility for SUN Bucks. Applying for or receiving SUN Bucks does NOT affect the immigration status of your child(ren) or family. It will NOT affect your ability to: <ul style="list-style-type: none"> • Remain in the United States, • Get a Green Card/Legal Permanent Resident Status, • Keep a Green Card/Legal Permanent Resident Status, or • Become a U.S. Citizen.
What if my child is homeschooled? Will they qualify?	Some homeschooled children will be eligible if they are receiving SNAP, TANF or Medicaid.
Will this create a separate case number or simply be attached to any current case?	SUN Bucks is not a COE, so there will not be a case number or EDG for it. HCA is used as a pass through since our data for the SNAP, TANF, and Medicaid is used to issue the benefit. In addition, we have the contract with FIS to issue the cards. ASPEN is simply used to conduct an inquiry on SUN Bucks.
Since in NM every child gets free lunches, would you just determine if the income was under the 185% FPG and/or they are currently getting SNAP, Medicaid, or TANF benefits?	ISD does not determine eligibility for Sun Bucks using income eligibility guidelines or an application. Sun Bucks applications are processed by NMPED . If children received SNAP/Medicaid/TANF any time during the school year, then they are automatically eligible and do not need to apply. For more information, see " How is a child eligible? " on the QuiKGuide page for SUN Bucks. QuiKGuide >> Program Introduction >> SNAP Programs >> Sun Bucks
What if the eldest child dropped out of school/quit during the 2023-2024 school year?	If the eldest child was enrolled in an eligible NSLP/SBP-participating school during the 2023-2024 school year at least one day and received free or reduced meals, then the child would be eligible. If not, the child would need to be determined eligible through one of the other criteria.
Do we need to have the eldest child's school information (i.e. High School, full time) on the Education field in Aspen?	The education screen in ASPEN is not an eligibility factor for SUN Bucks. However, the education screen should always be updated with current data obtained from the customer's statement, an application/recertification/change report form, or verification received in the ECF.

What if a child just graduated in May? Are they still eligible? Are recent graduates eligible as well?	This covers the 2023-2024 school year, so the 2024 graduate would be eligible if criteria is met through streamline approvals or through an application.
We have children crossing the border with Mexico to attend school in Columbus. Will these children be denied Sun Bucks? Some of their parents are employment authorized and cross over to work and go back to Mexico. The children are United States citizens. They are school age 5 and up.	<p>U.S. Citizenship is not an eligibility factor for Sun Bucks. Applying or receiving Sun Bucks does not affect the immigration status of children or family members. However, NM residency is a requirement.</p> <p>The children are eligible to receive Sun Bucks if the NSLP/SBP-participating school provided the eligibility data to HCA, the parent applied for the child and was determined eligible by NMPED, or if they are receiving SNAP, TANF, or one of the approved Medicaid COE's.</p> <p>For more information, please see the section "SUN Bucks Eligibility" question "How do I know if my child is eligible?" and "Do I have to be a US Citizen to apply for SUN Bucks?".</p>

Application Processing	
Question	Answer
How do I apply for SUN Bucks?	<p>Many families will receive SUN Bucks automatically if they are receiving benefits from the Health Care Authority, such as Medicaid, SNAP, or TANF, or if the child was determined to be eligible by the child's school. Other families may need to apply for the program. If you need to apply, you will be asked to provide information such as your child's name, school, date of birth, and home address in addition to your household income. You will not need to provide Social Security numbers or proof of citizenship.</p> <p>To apply, your child must meet the following criteria.</p> <ul style="list-style-type: none"> • Must attend an NSLP/SBP participating school. Link here for list of participating NSLP/SBP schools in NM. • No approved NSLP/SBP application on file with the school. • Have a household income that is less than 185% Federal Poverty Level. (NSLP income guidelines) • Reside in the state of NM.

<p>How can I submit an application?</p>	<p>For school year 2023-2024, applications can be submitted any time between current date through 8/15/24 at:</p> <ul style="list-style-type: none"> • Online: https://summerebntm.org/ • Mail: NMPED 300 Don Gaspar Ave, Santa Fe, NM 87501 Attn: Summer EBT / SSWB • Applications brought to an ISD office can be emailed to summer.ebt@ped.nm.gov. <p>Paper copies of the application form will be available at school administrative offices. Applications may be printed from the NMPED website at: https://summerebntm.org/getsupport/.</p> <p>There will be some students who are not eligible for SUN Bucks. Students who are not automatically eligible will need to apply; however, if a student does not attend an NSLP/SBP participating school, the student is not eligible for SUN Bucks. Some Bureau of Indian Education (BIE) and private schools do not participate in NSLP/SBP.</p>
<p>I applied for SUN Bucks, but I have not received a decision if my children qualify.</p>	<p>Applying online for SUN Bucks does not immediately determine if your children qualify. It takes approximately two weeks to process your application. If you have not received a decision letter after two weeks, please contact Public Education’s Summer EBT Hotline at (505) 695-8454 to speak with a representative Monday – Friday 8:00AM – 5:00PM or send an email to summer.ebt@ped.nm.gov.</p>
<p>Do customers have to provide income verification if they submit an application?</p>	<p>Self-attestation of income is acceptable for NMPED Sun Bucks applications.</p>
<p>If a customer asks, are we allowed to print the application for them?</p>	<p>The options listed below are the preferred methods. However, please follow your local office procedures for printing documents if the customer needs to be accommodated.</p> <p>For school year 2023-2024, applications can be submitted any time between current date through 8/15/24 at:</p> <ul style="list-style-type: none"> • Online: https://summerebntm.org/ • Mail: NMPED 300 Don Gaspar Ave, Santa Fe, NM 87501 Attn: Summer EBT / SSWB • Applications brought to an ISD office can be emailed to summer.ebt@ped.nm.gov. <p>Paper copies of the application form will be available at school administrative offices. Applications may be printed from the NMPED website at: https://summerebntm.org/getsupport/</p> <p>To print an application from the website, the customer will need to click on “Get Support” and navigate to “What if I want to complete a paper application?”</p>

Benefit Issuance

Question	Answer
How much will the benefit be?	The benefit amount will be a one-time deposit of \$120.00 per eligible child.
When will SUN Bucks be deposited on my eligible child's card?	SUN Bucks cards will be mailed August 5, 2024, and will take 3-5 business days for families to receive their EBT cards. The first issuance will be issued to: the eligible students who received SNAP, TANF, or Medicaid benefits, the households who are homeless, migrant or in foster care. Additional issuances are TBD and this date will be updated in the future.
I have my child with me. Someone else got the SUN Bucks EBT benefit. Why?	<p>If you receive benefits from the Health Care Authority, SUN Bucks are issued based on the information the HCA has on file for the child. Many benefits issued by the HCA, including SNAP, are on a first-come, first-served basis.</p> <p>If you do not receive benefits from HCA, the SUN Bucks EBT benefits are issued based on what your school district has on file for your child's address and parent/guardian.</p>
If a child's address and guardian/parent changes after the SUN Bucks is issued, can the new guardian or parent call and have a new card mailed to them?	HCA is unable to change guardian/parent status in order to send a new card. Information on the child's SUN Bucks status can only be given to those listed on the system. The benefits are intended for the child and it will be up to the previous guardian/parent to work with the current guardian/parent to obtain the child's card.
My mailing address is different from the one used to register my children for school. How do I update this to get the SUN Bucks card?	<p>To update your address or contact information:</p> <p>If you get benefits through the Health Care Authority:</p> <ul style="list-style-type: none"> • Visit www.yes.state.nm.us. Update your contact information via chat or YesNM account. • Call 1-800-283-4465. • Visit a local HCA office. <p>If you do not have benefits with the Health Care Authority:</p> <ul style="list-style-type: none"> • If you applied separately through NMPED, the card will be mailed to the address specified on the application. • Please call 1-800-283-4465 to update your address. <p>To order a replacement SUN Bucks EBT card:</p> <ul style="list-style-type: none"> • Please call EBT Customer Service at 1-800-843-8303, or • Request a replacement card using the EBT EDGE app. • Note: Please use the eldest child's information for the request. <p><i>FAA Instructions:</i> If the customer requires assistance with ordering a replacement card in FIS, please follow the procedures to replace the card found here in the QuiKGuide.</p> <p><i>Note:</i> The card's information will be listed under the eldest child in the home. QuiKGuide >> Field Operations Guide >> Non-Queue Procedures >> FIS/EBT Card Portal</p> <ul style="list-style-type: none"> • If the customer has an active ASPEN case, assist the customer with updating their address. However, the address in FIS will need to be updated separately prior to ordering a replacement card. • If the customer does not have an active case in ASPEN, refer them to their child's school records office to update their address on file for future issuances.

Who is getting the Sun Bucks card, the parent who has child with SNAP/MA case, or the other parent who has child registered with their physical address with the school?

Through streamline eligibility, when a customer is receiving HCA benefits (SNAP/TANF/Medicaid) the SUN Bucks will be approved through the HCA process, meaning the parent with the ASPEN case will receive the SUN Bucks card.

Will the address the card is mailed to match the school registration for said child(ren), or will it match HCA records, as the addresses may be different?

- If the child did not receive benefits from the HCA and was determined eligible for SUN Bucks through NMPED, then the address will match school records.
- If the child was determined eligible through an application sent to NMPED, then the address will match the one on the application.
- If the child received benefits from the HCA, then the address will match HCA's records. The school address on file is only used if the child does not receive benefits from HCA.

How do we find the SUN Bucks issuance in ASPEN to confirm if the younger children in the home received it?

The Summer EBT Benefit Summary Inquiry screen in ASPEN can be used to search all children in the home. The inquiry will list the payee as the eldest child in the home.

School Name	Payee Name	Student Date Of Birth	Program Type	Benefit Type	Benefit Period	Payee Amount	Benefit Status
LOS RANCHOS ELEMENTARY	Chavez	2015	Summer EBT	Initial	06/01/2023 - 06/30/2023	\$120.00	Paid

Once you click the blue "Summer EBT" hyperlink, the Benefit Issuance details will list the name of the child searched on the upper, right-hand side next to Student Name.

To confirm if younger child received the benefit, check to see if the child's name appears there after searching under Summer EBT Benefit Summary Inquiry.

Summer EBT Benefit Issuance Details

Benefit Information

Case #:	0	Category of Eligibility:	Summer EBT	Student Name:	Chavez
Benefit #:	596	Issuance Method:	EBT	Benefit Type:	Initial
Issuance Status:	Paid	Status Date:	09-12-2023	School Name:	LOS RANCHOS ELEMENTARY
Benefit Period Begin Date:	06-01-2023	Benefit Period End Date:	06-30-2023	Student Date Of Birth:	-2015
Guardian Name:	Chavez	Student Id:	1227		

Can customers look up the benefit status for each child?

Yes, there is an option on the bottom of the YESNM page where customers can look up a student's information to check eligibility.

The customer will need to click on "Verify Sun Bucks" and enter the student's school identification number.

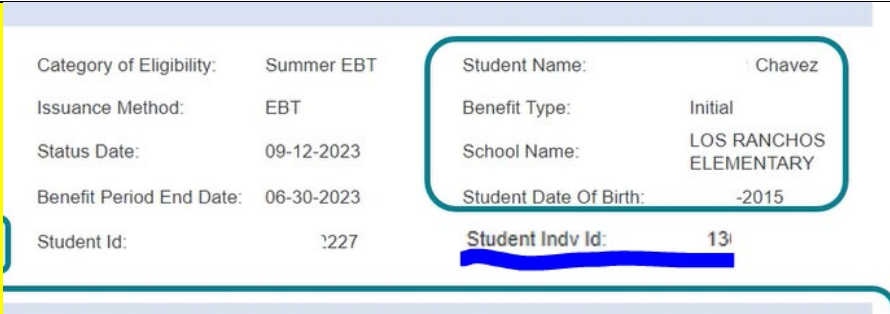
SUN Bucks Verification

Verify whether a student is eligible for the current SUN Bucks issuance.

[Verify SUN Bucks](#)

[Chat](#)

Where do we find the student ID number? Is that different from the individual number for the HH member?



The underlined number in blue is the number to use to find correspondence.

When were these notices sent to customers?

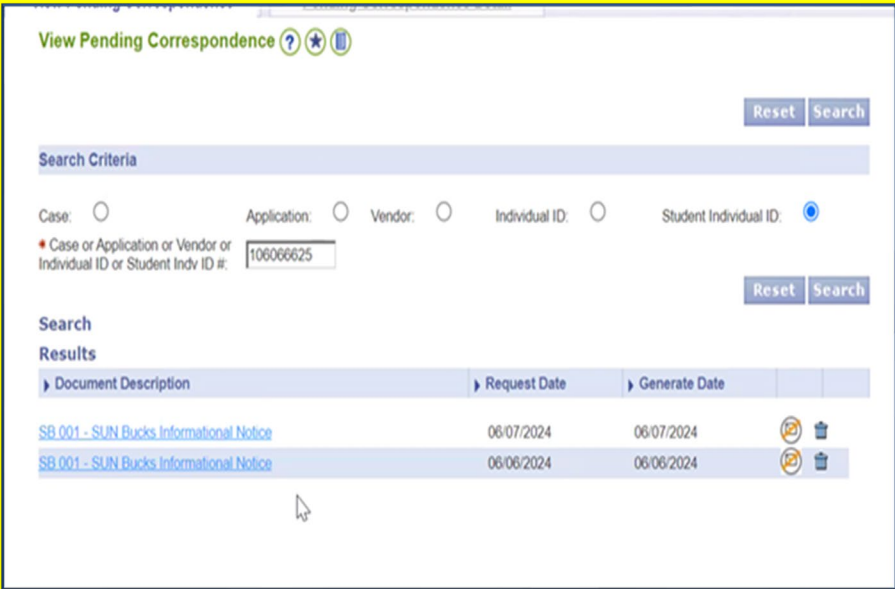
Notices started going out to eligible households on 07/09/2024. Cards were mailed starting 08/05/2024.

Can we search by the student ID# in correspondence to locate the notice?

The student ID # from NMPED and the Student Individual ID are two different numbers. For SUN Bucks, the Student Individual ID is a unique identifier that ties directly to the correspondence, SB001. The Student Individual ID can be found on the Summer EBT Benefit Issuance Details screen in ASPEN.

Some customers are SNAP recipients and are eligible for Sun Bucks, but they never received a letter saying they are eligible. Are we able to see this correspondence in ASPEN?

Yes. Please locate the student’s information using the Summer EBT Benefit Inquiry screen. With the student individual ID from that screen, you can bring up the notice in correspondence on the ASPEN case.



When does this start/end? I'm asking because doesn't school start in about 2 weeks.


The first issuance to the majority of the population, around 275,000 children, will start on 8/5. There will be two other issuances. Those are simply for the applications received after it was determined that they were not streamlined eligible, and they were found eligible via the application. This is a one-time benefit of \$120.00. We are aware school is starting.


<p><i>In 2025 are Sun Bucks going to be issued at the beginning of summer or end of the school year, or will they be issued in August? In 2024, benefits were issued when many students were already back in school. How was the issuance date determined?</i></p>	<p>Since this was a new program, a legislative budget was needed to implement it. Funding was not released until 7/1. Next year, depending on funding, we hope to get the Streamlined approved by the start of summer without having to utilize a waiver.</p> <p>*SUN Bucks is a summer food program and is only issued for summer months.</p>
<p><i>Is August going to be the only issuance month?</i></p>	<p>No, August 5th was the first issuance. There will be two subsequent issuances in September to ensure the households that apply after the initial issuance will receive their benefits by 09/30/2024. Those dates are tentatively scheduled for 09/03 and 09/23/2024.</p>

<h2 style="text-align: center;">EBT Card Activation</h2>	
<p>Question</p>	<p>Answer</p>
<p><i>I have never activated an EBT card. What steps do I take?</i></p>	<p>When you receive your SUN Bucks card, call FIS at 1-800-843-8303 to create a PIN.</p> <p>You must do this before the card can be used. The phone number is located on the back of your card. During the call, you will be asked for the following:</p> <ul style="list-style-type: none"> • 16-digit EBT card number. • Eldest Child’s Date of birth to be entered as MM/DD/YYYY. Note: Spanish speakers enter DD/MM/YYYY. • Primary account holders 5-digit mailing zip code. • Requested 4-digit PIN. • Confirmation of the 4-digit PIN <p>Once this is done, the card will be activated. The PIN is set. Your card can be used right away.</p>
<p><i>My child was eligible for SUN Bucks, but why didn’t I receive a card?</i></p>	<p><i>FAA Instructions:</i> First, determine whether the child was eligible to receive SUN Bucks. If an application is required, refer to NMPED’s website to apply. https://summerebtm.org/ (See “<i>How do I apply for SUN Bucks?</i>” and “<i>How can I submit an application?</i>” above.) Review the Summer EBT Benefit Inquiry screen in ASPEN to see if the child was approved. If the child has been approved for SUN Bucks, check whether the customer’s address needs to be updated in FIS using the eldest child’s information to locate the card. To order a replacement card, follow the procedures in the QuiKGuide here. For detailed guidance on answering this question, refer to the “Tool to help answer questions on eligibility” found here.</p> <p><i>Note to FAA:</i> Do NOT order new SUN Bucks EBT cards between 07/17/2024 and 08/12/2024. Cards will be mailed 08/05/2024 and adequate mailing time must be allowed before a new card can be ordered.</p>
<p><i>Will the Sun Buck cards that are going to be issued for this school year (2023-2024) be the same cards used for next school year?</i></p>	<p>Yes. Please advise customers to hold onto their cards.</p>

Can the guardian or parent get rid of the Sun Bucks card after the benefits are spent? If the oldest child graduated during the 2023-2024 school year, that card would not be valid in the future.	A new SUN Bucks card will be issued under the next eldest child in the home once the eldest child graduates or ages out. The parent or guardian does not need to keep the card for the 2024-2025 school year because a new one is going to be issued.
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Using EBT Cards

Question	Answer
My child previously received P-EBT. Will I still be able to use the P-EBT card for SUN Bucks?	No, the P-EBT cards from prior years cannot be used. New SUN Bucks cards for eligible children are scheduled to be automatically mailed starting 08/05/2024.
What if I have more than one child in my home? Will I get more than one SUN Bucks card?	If you have more than one child, your household will only receive one SUN Bucks EBT card. The card will be mailed out under the name of the oldest child in the home at the time benefits are issued and will contain the benefits for each qualifying child.
What do I do if I need a replacement SUN Bucks EBT card?	<p>If you lost your SUN Bucks EBT card, you can order a replacement card on the app. You can download the app from this website. http://www.ebtEDGEmobile.com. To ensure you have downloaded the correct app, please confirm that the app has the “egg” logo.</p>  <p>Once you’ve downloaded the app, you can order a replacement card by using the following steps. Please use eldest child’s information for the request.</p> <ul style="list-style-type: none"> • Select a card from the Welcome page to go to the Account Summary page for that card. • Select Replace Card on the Account Services section of the Account Summary page. • Select your reason for requesting a replacement card, then click the Continue button. • Confirm your identity and select the appropriate option for your displayed address. (Correct or incorrect.) • Click Continue to see the confirmation that a replacement card will be mailed. <p>If you still require assistance, please call EBT Customer Service at 1-800-843-8303.</p> <p><i>Note to FAA:</i> More information about the ebtEDGE app is available here. The external version of this FAQ has a QR code customers can use to download the app.</p>
Is there a charge to replace the Sun Bucks card?	Yes. All replacement cards will be charged a fee of \$1.25, deducted from the card’s available balance.

<p><i>If the eldest sibling has aged out or graduated during the school year, will a new SUN Bucks card be sent out for any remaining children in the household?</i></p>	<p>Yes, a new SUN Bucks card will be sent under the name of the next eldest child in the home.</p>
<p><i>What if my child is homeless? How can I access the card?</i></p>	<p>The school liaison will have the cards for those categorized as homeless. Please contact your school's liaison for additional information.</p>
<p><i>How can I check the balance of my child's SUN Bucks card?</i></p>	<p>You can check online at http://www.ebtedge.com or download the mobile app from here. http://www.ebtEDGEmobile.com. To ensure you have downloaded the correct app, please confirm that the app has the "egg" logo.</p>  <p>If you still require assistance, please call EBT Customer Service at 1-800-843-8303. Please use eldest child's information for the request.</p> <p><i>Note to FAA:</i> More information about the ebtEDGE app is available here. The external version of this FAQ has a QR code customers can use to download the app.</p>
<p><i>What can I buy with SUN Bucks?</i></p>	<p>You can use SUN Bucks to purchase:</p> <ul style="list-style-type: none"> • fruits and vegetables, • meat, poultry, and fish, • dairy products, • breads and cereals, • snack foods and non-alcoholic drinks. <p>You cannot use SUN Bucks to buy:</p> <ul style="list-style-type: none"> • hot foods, • pet foods, • cleaning or household supplies, • personal hygiene items, • medicine.
<p><i>Where can I use SUN Bucks?</i></p>	<p>You can use SUN Bucks the same way as SNAP benefits. This benefit is used to purchase SNAP eligible food. Many grocery stores, farmers' markets, convenience stores, and online retailers accept SUN Bucks. To find stores near your location, you can download the app here: Shop Simple with MyPlate app. You can also enter your zip code on the SNAP retailer locator here. https://www.fns.usda.gov/snap/retailer-locator</p>

<p><i>If the SUN Bucks benefits are stolen, can they be replaced?</i></p>	<p>If benefits are stolen or skimmed from the SUN Bucks card, they will not be replaced. We encourage parents to lock their SUN Bucks EBT card until they are ready to use the benefits.</p> <p>You can download the ebtEDGE mobile app here http://www.ebtEDGEmobile.com or log in to http://www.ebtedge.com as often as needed to freeze or unfreeze your SUN Bucks EBT card. The instructions for freezing and unfreezing your card are as follows:</p> <ul style="list-style-type: none"> • To freeze a card, select a card from the Welcome page. <ul style="list-style-type: none"> ○ Select Freeze Card on the Account Services section of the Account Summary page ○ When you click on Freeze Card, you see a pop-up asking for confirmation. Click OK. • To unfreeze the card, click on the Unfreeze Card tile. <ul style="list-style-type: none"> ○ You will see a pop-up that says “When you unfreeze the card, you or anyone with your card and PIN will be able to complete any transaction. You can freeze your card at any time. ○ Select OK to unfreeze your card.” Click on OK. <p><i>Note to FAA:</i> Additional information can be found on the QuiKGuide here: QuiKGuide>Field Operations Guide>Non-Queue Procedures>FIS/EBT Card Portal. QuiKGuide>Field Operations Guide>Non-Queue Procedures>Unauthorized/Fraudulent Procedures>Reimbursement of EBT Benefits FAQ.</p>
<p><i>What is an example of an unauthorized purchase?</i></p>	<p>SUN Bucks cannot be used for unauthorized purposes. Some examples of unauthorized purchases include:</p> <ul style="list-style-type: none"> • Purchasing non-food items (e.g., clothing, electronics). • Buying hot prepared foods. • Transferring benefits to others who are not eligible. • Exchanging benefits for cash.
<p><i>Are there any penalties for unauthorized purchases?</i></p>	<p>Misuse of SUN Bucks can result in penalties, which include:</p> <ul style="list-style-type: none"> • Disqualification from the program. • Legal action. • Repayment of misused benefits. • Loss of future benefits. • Fines or other consequences as specified by law.
<p><i>Does the Hot Food waiver, supersede this?</i></p>	<p>No, the current waiver ends 08/25/2024.</p>
<p><i>Are SUN bucks able to be used at farmers’ markets for double bucks?</i></p>	<p>SUN Bucks can be used at farmers’ markets; however, it has not been confirmed that they will get double bucks.</p>
<p><i>If the card is in the eldest child’s name, and the parent brings it into a store to use, how can the cashier know that the person using the card is authorized because the card is in the child’s name?</i></p>	<p>The SUN Bucks card works just like a SNAP EBT card, which is locked with a PIN. Entering the PIN indicates that the individual with the card is authorized to use it. Customers should not give out the PIN to anyone who is not authorized to purchase food on their behalf. Customers can change the PIN or lock the card using the ebtEDGE App.</p> <p>For more information, see 7 CFR 246.12(h)(3)(iii) and 7 CFR 246.12(h)(3)(vi).</p> <p>QuiKGuide>> FIS/EBT Card Portal >> FIS/EBT Card Portal Process >> ebtEDGE App Reference PPT</p>

Benefit Expungement and Declining SUN Bucks

Question	Answer
How long do I have to use my SUN Bucks?	You must use your SUN Bucks within 122 days from when they were issued. If you do not use all the benefits, they will be removed from the child's card. After benefits are expunged, they cannot be reissued.
I got a SUN Bucks EBT card, but I do not need it. Can I give it to a family who does?	The SUN Bucks EBT card is a benefit intended for the child(ren) to whom it was issued. Your child's benefits can be used for all other members in your household; however, the card and benefits cannot be transferred to another family or household. The benefits will remain available on the card for 122 days from the date issued. If you do not use the benefits, they will be removed from the child's card. After benefits are expunged, they cannot be reissued.
How can I decline my SUN Bucks?	If you wish to decline SUN Bucks, please do not activate, and do not use the EBT card.
I received a letter telling me that if I don't use my benefits in the next 30 days they will be taken away. Why are they being taken away if I haven't had a chance to use them?	These benefits are only available during the summer months when children are not in school. Any amounts left on your card by 12/05/2024 will be taken off your card or expunged. If you have any amount left over, be sure to use it by 12/05/2024.
If the customer is paying back SNAP benefits, and isn't currently receiving any, will they get a card?	Repayment/recoupment of SNAP will not affect SUN Bucks benefits. Please reference "How do I know if my child is eligible?" on the SUN Bucks Eligibility section for eligibility criteria.

Denials and Fair Hearings

Question	Answer
Why was my application for SUN Bucks denied?	If you applied through the New Mexico Public Education Department (NMPED), you received a notice from NMPED explaining the reason your application was denied. Common reasons applications may be denied include the child not meeting NM residency requirements, household income exceeding the NSLP income guidelines (185% FPL), and the child not attending a school participating in the National School Lunch Program or School Breakfast Program. If you have questions about why your application was denied, you can refer to the notice you received for an explanation. If you still have questions or require additional details, you may contact NMPED through email at summer.ebt@ped.nm.gov or by phone at (505) 695-8454.
What if I do not agree with the denial of my SUN Bucks application?	You may ask for a Fair Hearing. This is a request to review the outcome of your denial. To ask for a hearing, email summer.ebt@ped.nm.gov or call (505) 695-8454. You have until 11/13/2024 to ask for a Fair Hearing. You may reapply for SUN Bucks for the 2023-2024 school year any time through 08/15/2024.