



GOVERNMENT OF GUAM

**DEPARTMENT OF PUBLIC HEALTH AND SOCIAL SERVICES**  
***DIPATTAMENTON SALUT PUPBLEKO YAN SETBISION SUSIAT***



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**FOR IMMEDIATE RELEASE**

**PRESS RELEASE 26-037**

**Public Notice: Delay in SNAP and Cash Benefits Issuance**

Hagatna, Guam - The Department of Public Health and Social Services (DPHSS) would like to inform the public that SNAP and Cash Assistance benefits were not successfully loaded on Wednesday, November 19, 2025 and Thursday, November 20, 2025, due to connectivity issues.

The Office of Technology is actively working to resolve the issue. We sincerely apologize for any inconvenience this may have caused.

To confirm that benefits have been loaded, clients are advised to check their EBT card balance by:

- Calling the Customer Support number located on the back of their EBT card, or
- Logging into the mobile app or website at [www.ebtedge.com](http://www.ebtedge.com).

For further assistance, please contact the Bureau of Economic Security at: (671) 300-8853 or 300-8872, or email [centralbes@dphss.guam.gov](mailto:centralbes@dphss.guam.gov). We appreciate the public's patience and understanding.

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