



GOVERNMENT OF GUAM

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



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**PRESS RELEASE PR26-050**

January 24, 2026

**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 due to connectivity issues, SNAP and Cash Assistance benefits were not successfully loaded onto client EBT cards on Friday, January 23, 2026.

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

Clients are advised to check their EBT card balance after 7:15 p.m. Monday, January 26, 2026, 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 / 300-8872. We appreciate the public's patience and understanding.

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