

SUN Bucks Customer Service Script for DSS Offices
SUN Bucks NC 2025

Instructions:

NCDHHS strives to maintain consistent messaging across all divisions for the USDA's Summer Nutrition Program, SUN Bucks, and the program is returning to North Carolina this summer. Please use the general messaging below to respond to client questions.

About SUN Bucks:

SUN Bucks is a US Department of Agriculture (USDA) program that provides grocery-buying benefits in a **one-time payment of \$120 per eligible child** on a debit-like card that can be used to buy nutritious food during the summer months when schools are out.

Eligibility

Many students will automatically qualify for SUN Bucks benefits, while others will need to apply.

The following children are automatically eligible and do not need to apply:

If the child is enrolled in an NSLP school for the 2024-2025 school year and meets one of the scenarios below:

- Customers have completed a SUN Bucks application for their child between July 1, 2024 - August 31, 2024, and the application was approved. They do not need to complete another application for summer 2025, as long as the child is still enrolled in a NSLP/CEP participating school.
- The child has an approved application for Free or Reduced-Price (FRP) school meals through the child's school.
 - Important: This does not apply to children in schools where all students receive free meals (CEP schools). However, they may still be automatically eligible if they participate in any of the programs listed in the section below (any age).

OR

If the child's date of birth is between July 2, 2007, and August 31, 2018, and they participate in at least one of the programs below:

- Food and Nutrition Services (FNS, food stamps),
- Work First (cash assistance),
- Medicaid and has a household income of less than 185% of the federal poverty level, Cherokee Tribal Food Distribution Program (CTFDP), Child is in Foster Care, **or**
- Child is enrolled in the McKinney-Vento program (unhoused, migrant, runaway)

To check if a child is eligible, customers can also take the interactive eligibility quiz by clicking on the chat bot icon in the bottom right-hand corner of the SUN Bucks webpage. Select language, then click "Take Eligibility Quiz."

Address and Email Update

SUN Bucks cards will be mailed to the address on file, and information and notices emailed to the email on file. Customers may also get notifications by text. Therefore, it is important to keep their contact information up to date.

Families may update their contact information by calling the North Carolina EBT Call Center at 1-866-719-0141, select their language, then select option 2 to speak with a SUN Bucks representative.

- Children who automatically qualify for SUN Bucks should update their address by May 5, 2025, to ensure their SUN Bucks card is mailed to the correct location.
- After May 5, customers may request an address change and request a new card be mailed to their current address by calling the North Carolina EBT Call Center and selecting option 1.

Issuances

SUN Bucks cards will start to be **issued and mailed early to mid-May 2025**, with distribution continuing for several weeks. Benefits will be made **available on these cards starting late May**. As a result, some households may receive their SUN Bucks card before benefits are accessible for use. This year, all families receiving SUN Bucks benefits will receive a new card, along with instructions on how to activate the benefits. One SUN Bucks card will be provided per household for all eligible children.

Only a one-time payment of \$120 per eligible child will be issued for the 2025 summer. As additional children are found eligible, benefits will be issued to families every two weeks until the end of September. Please encourage clients to be patient if they do not see their benefits right away.

More Information Online

Visit www.ncdhhs.gov/sunbucks for more information. Be sure to follow NCDHHS on social media ([Instagram](#), [Facebook page](#), for [X account \(Twitter\)](#)) for the most up-to-date information.