

SUN Bucks Customer Service Script for EBCI
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

To check if your child is eligible for SUN Bucks benefits, you can take the interactive eligibility quiz by going to the chat bot icon in the bottom right-hand corner of ncdhhs.gov/sunbucks, select your language, then go to "**Take Eligibility Quiz.**"

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 notifications will be sent by email, text, and robocall to the contact information on file. 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, households 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. Please allow up to 8 weeks for SUN Bucks cards to be mailed.

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 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.

Allowable Purchases

The SUN Bucks card can be used to purchase food items at buy nutritious food at grocery stores, farmers markets, and other EBT-authorized retailers, including some [online](#).

Examples of items you CAN buy with SUN Bucks:	Examples of items you CANNOT buy with SUN Bucks:
Breads, cereals, fruits, vegetables, meats, fish, poultry, dairy products, bottled water, non-alcoholic beverages, seeds, and plants that produce food	Beer, wine, liquor, cigarettes, tobacco, hot or pre-prepared foods, and any non-food items, such as: pet foods, soaps, household supplies, vitamins, and medicine

Other ways to fuel youth during the summer

In addition to receiving SUN Bucks, households are also encouraged to have their children, ages 18 and younger, participate in other federal Summer Nutrition Programs available at no cost to them. Through SUN Meals, kids and teens can eat meals and snacks and engage in fun fitness and educational

activities during the summer at schools, parks, and other neighborhood locations. In rural areas where it may be difficult to access and participate in SUN Meals, SUN Meals To-Go may be available for pick up or delivery. Families can find meal sites and more information at SummerMeals4NCKids.org