

HOW DO CUSTOMERS GET SNAP AND FAB TOKENS?

Customers can visit the SNAP/EBT booth at the market to get SNAP and FAB tokens. There, customers swipe their EBT card for the amount of SNAP dollars they would like to use and receive a one-to-one match in FAB tokens up to \$40.

WHAT IS THE DIFFERENCE BETWEEN SNAP AND FAB TOKENS?

SNAP tokens (colors vary by market) can be used to purchase any SNAP-eligible item at the market and can only be used at that particular market. Customers can use FAB tokens (green tokens) to purchase fresh Florida-grown fruits and vegetables and food-producing plants and seeds. Green FAB tokens can be used at any participating FAB farm-direct outlet.

WHAT HAPPENS IF A CUSTOMER DOES NOT USE ALL OF THEIR TOKENS?

SNAP and FAB tokens do not expire. Customers can return to the market at any time to spend leftover tokens. To request a refund, customers can ask someone at the SNAP/EBT booth about the market's token refund policy. Tokens cannot be refunded for cash.

WHAT IF A CUSTOMER PAYS WITH TOKENS AND NEEDS CHANGE?

If a customer pays with tokens and needs change, vendors must provide change in either SNAP or FAB tokens, whichever the customer used to pay. Vendors cannot give customers change in cash for purchases made with tokens. As an alternative, customers can pick out additional items to the value of their change.

GIVING CHANGE EXAMPLE:

A customer purchases a bunch of radishes for \$3 and pays with a \$5 SNAP token. What should the vendor do?

- ✓ Give the shopper \$2 change in SNAP tokens
- ✓ Add more radishes to bring the total to \$5
- ✗ Give the customer \$2 change in cash
- ✗ Give the customer \$2 change in FAB tokens

WHAT PRODUCTS ARE SNAP ELIGIBLE?

- ✓ fresh fruits and vegetables
- ✓ bread and baked goods
- ✓ meat, fish, poultry, and eggs
- ✓ dairy products
- ✓ food-producing plants and seeds
- ✓ honey, jams, and sauces
- ✓ coffee beans, loose or bagged teas
- ✓ non-alcoholic beverages

WHAT PRODUCTS ARE FAB ELIGIBLE?

- ✓ Fresh or minimally processed* Florida-grown fruits and vegetables
 - ✓ food-producing plants and seeds
- *for example pre-sliced FL strawberries packaged to take home

WHAT PRODUCTS ARE NOT SNAP ELIGIBLE?

- ✗ Hot or prepared food or drinks fit for immediate consumption
- ✗ food labeled for pet consumption
- ✗ non-food items

WHAT PRODUCTS ARE NOT FAB ELIGIBLE?

- ✗ Any products other than fresh or minimally processed Florida-grown fruits and vegetables and food-producing plants and seeds are not eligible