

Replacement for SNAP and Cash Assistance Benefits that Have Been Electronically Stolen (Skimmed)

If you have had your SNAP or Cash Assistance benefits stolen electronically (also known as “skimming” or “phishing”) **you will soon be able to file a claim for replacement benefits**. Your benefits may be partially or entirely replaced.

There are steps you can take now so that you are ready to file a claim once the claim form becomes available.

Step 1. Report your card as stolen. If you realize your benefits have been stolen, you must report your EBT card as stolen. If you already reported your card as stolen after the theft, you do **not** need to report it stolen again.

To report your card stolen, request a new card, and change your PIN, please go to <https://www.connectebt.com/> or call EBT Customer Service at 888-328-6399. You will not receive any replacement benefits if you have not reported that your EBT card was stolen.

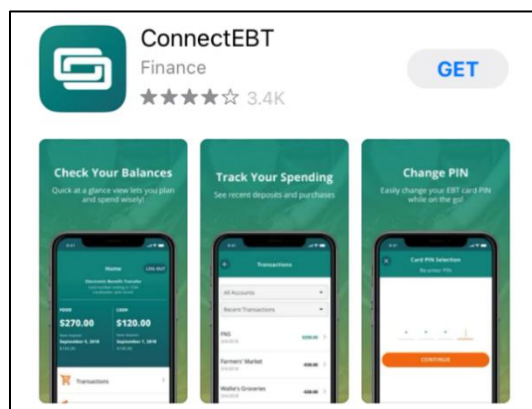
Note: connectebt.com is only available in English and Spanish. The EBT Customer Service line requires you to enter the last four digits of your EBT card number – after that, service is available in Arabic, Mandarin, English, Haitian-Creole, Italian, Korean, Russian, and Spanish.

Step 2. Obtain your EBT Transaction history. To submit a claim for replacement benefits, you must report the date, location, and amount of each individual transaction that was fraudulent. These are the transactions which you yourself did not make, but rather were made by whoever stole your card’s information.

How to get your EBT History:

There are several ways to obtain the history of your EBT transactions. Choose whichever is easiest for you:

- **Option 1:** Checking your EBT history at connectebt.com/ or by downloading the ConnectEBT mobile app (available for download in the Apple App Store and Google Play Store); or
- **Option 2:** Calling the toll-free EBT Customer Service line at 1-888-328-6399. You may use the helpline to Hear your last ten transactions on the automated menu or Request a printed two-month statement of your account history from the automated menu or from a customer service representative. You can also review your transactions with a live customer service representative. For transactions which were more than 15 months ago, you will need to speak to a representative.



Your EBT history will include mostly transactions that you remember making – such as trips to your regular grocery store. But you may see transactions which look strange – stores you’ve never shopped at, maybe even in cities you’ve never visited. These kinds of transactions may indicate electronic benefit

theft (fraud). You will need to report the date, location, and amount of each of these fraudulent transactions to submit a claim for replacement benefits.

Step 3: Gather Your Case Information

In order to apply, you will also need your Client Identification Number (CIN), and Case Number. Your client identification number is an 8-character code which is a mix of letters and numbers. You can find your CIN on your permanent EBT Card. It is labeled “ID Number”. Each person on a case has their own CIN – but you MUST use the CIN listed on your EBT card for the application to be processed, even if that CIN belongs to someone else on your case



Your case number has ten characters. The first nine characters are numbers, and the final character is a letter. Your case number is not listed on your EBT card, but you can find your case number on any notices HRA has sent you about your case, and also find it by logging in to ACCESSHRA. If you have trouble finding your case number, you can also call Infoline [718-557-1399] or visit your Center.