

What to Do If Your EBT Benefits Are Electronically Stolen



Your SNAP or Cash Assistance benefits could be electronically stolen even if you never lose your EBT card. This most commonly happens through two kinds of theft called 'skimming' and 'phishing'.

Skimming: Thieves put a device on a store's card-swiping machine that copies EBT, credit, and debit card information. The thieves use the information to make fake cards (called "clones") and use them to steal money from accounts. Skimming can happen anywhere you swipe your EBT card.

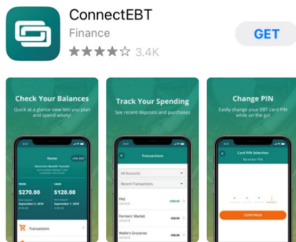
Phishing: is a different type of scheme where thieves trick people into clicking on a link (usually sent through text or email) that allows them to access your account information.

What should I do if my benefits were stolen?

STEP 1: Report your card as stolen (even if your card itself was not stolen). To report your card stolen, request a new card, and change your PIN, please go to 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. If you reported your card stolen already at the time of the theft, you do not need to report it again.

STEP 2: Get your EBT Transaction history. To submit a claim for replacement benefits, you must report the date, location, and amount of each individual fraudulent transaction (transactions made by those that stole your card and not you or your household members).

How to get your EBT History:



Option 1: Check your EBT history at www.connectebt.com/ or by downloading the ConnectEBT mobile app (available for download in the Apple App Store and Google Play Store).

Option 2: Call the toll-free EBT Customer Service line at 1-888-328-6399. You can hear your last 10 transactions on the automated menu, request a printed two-month statement of your account history from the automated menu or a customer service representative, or 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.

STEP 3: Submit a claim for Replacement Benefits. Once you have identified which transactions were fraudulent, you are ready to submit a claim.



There are several ways to submit a claim:

1. **Online** at nyc.gov/hra is the fastest, easiest way to submit a claim! We strongly recommend that you submit a claim online if possible.
2. **Mail:** To get a paper claim form:
 - Go to nyc.gov/hra and print it
 - Call Infoline (718-557-1399) and request a form be mailed to you.
 - Visit your local Center

Mail completed paper claim forms to:

Department of Social Services
P.O. Box 02-9121
Brooklyn GPO, Brooklyn, NY 11202

Submitting a paper claim form, especially requesting a form be mailed to you, is the slowest method, and it may take longer to receive your claim and issue any replacement benefits.

3. **In-Person:** You can visit any Benefits Access Center (BAC), SNAP Center, or HASA location. You can find SNAP and BAC Centers on nyc.gov/hra (under the 'Locations' tab).

When You File a Claim

Besides the date, location, each fraudulent transaction, and amount stolen, you will also need your **mailing address, Client Identification Number (CIN), and the Case Number from the time period when your stolen benefits were issued.**

Your CIN is listed on your permanent EBT card, and your Case Number is available on any notices from HRA, or your ACCESS HRA account (if you have one). If you still cannot locate your Case Number, call HRA Infoline (718-557-1399) or visit your local SNAP, BAC or HASA Center.

If you have had both SNAP and Cash benefits stolen, you must report them on the same claim form. There will be separate sections of the form so the transactions will not get mixed up.



On the claim form itself, you will need to enter both the dates that your SNAP and/or Cash benefits were stolen, and the date you realized they were stolen, the transactions that were fraudulent, as well as the total amount stolen. Be sure to keep SNAP and Cash benefits separate and not combine the two on the form.

Be sure to check the box attesting that the information you provide is true and accurate. If you do not complete the attestation, your claim form will not be accepted.



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