



# How to Complete the Stolen Benefits Claim Form

1. Did you **report your EBT card stolen** when your benefits were stolen? This is *required* to file a claim.

**Yes?** Go to Step 2.

**No?** Go to [www.connectebt.com](http://www.connectebt.com) or call 1-888-328-6399 to report it stolen, get a new card, and change your PIN

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2. **Get your EBT transaction history** online at [www.connectebt.com](http://www.connectebt.com), by downloading the ConnectEBT app, or by calling 1-888-328-6399. You need your EBT transaction history for:

- The **date** your benefits were stolen;
  - The **location** where your benefits were stolen; and
  - The **amount** of each benefit stolen, each time.
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3. **Complete your claim form.** Enter:

a. Your current **mailing address**.

b. Your **Client Identification Number (CIN)**.

*[It is on your permanent EBT card. It may be labeled "ID Number"]*

c. Your **Case Number** when your benefits were stolen.

*[It is on HRA notices or in ACCESS HRA, it has 9 numbers and a letter, it is **NOT** on your EBT card]*

d. **Cash Assistance (CA) stolen?** In the Cash Assistance Summary Section enter:

- the **date you discovered the theft** [if unknown, leave blank],
- the **dates of the earliest** and the **latest fraudulent transactions**, and
- the **total amount of CA stolen**.

e. **SNAP stolen?** In the SNAP Summary Section, enter:

- the **date you discovered the theft** [if unknown, leave blank],
- the **dates of the earliest** and the **latest fraudulent transactions**, and
- the **total amount of SNAP stolen**.

Note: Do not mix the stolen CA and SNAP benefits in the summary sections.

f. In the detailed transactions section, enter for each fraudulent transaction:

- the **date**
- program** type (SNAP or CA)
- amount stolen**, and
- the **retailer location**

You will be able to enter more than one transaction if needed.

**g. Check the box**  attesting that the information provided is accurate.

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4. **Click submit. Log out of EBT Connect and close all tabs** to protect your data.

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**You are done!** You will get a decision on your claim by mail.



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