

如何填写被盗福利索赔表

1. 在您发现福利被盗时，您是否**报告电子福利转账 (Electronic Benefits Transfer, EBT) 卡被盗**？这是提出索赔前**需要完成**的事项。
是？ 转到步骤 2。
否？ 请访问 www.connectebt.com 或致电 1-888-328-6399 报告 EBT 卡被盗、获取新卡并更改 PIN

2. 访问 www.connectebt.com、下载 ConnectEBT 应用程序或致电 1-888-328-6399，**以获取您的 EBT 交易记录**。您需要查看您的 EBT 交易记录以确认：
 - 福利被盗的**日期**；
 - 福利被盗的**地点**；以及
 - 每次每项被盗福利的**金额**。

3. **填写您的索赔表**。输入：

- a. 您当前的**邮寄地址**。
- b. 您的**客户识别号码 (CIN)**。
[此号码位于您的永久 EBT 卡上。它可能被标记为“ID 号码”]
- c. 福利被盗时您的**个案号码**。
[此号码列于**人力资源管理局 (Human Resources Administration, HRA) 通知或 ACCESS HRA** 中，包含 9 个数字和 1 个字母，并未列于您的 EBT 卡上]
- d. **现金援助 (Cash Assistance, CA) 被盗？** 在**现金援助摘要部分**输入：
 - 您发现福利被盗的日期** [如果不知道，请留空]，
 - 最早和最近的欺诈交易** 发生日期，
 - 被盗 CA 福利的总金额**。
- e. **补充营养援助计划 (Supplemental Nutrition Assistance Program, SNAP) 福利被盗？** 在**SNAP 摘要部分**输入：
 - 您发现福利被盗的日期** [如果不知道，请留空]，
 - 最早和最近的欺诈交易** 发生日期，以及
 - 被盗 SNAP 福利的总金额**。

注意：不要在摘要部分混填被盗的 CA 和 SNAP 福利。

- f. 在**详细交易部分**，为每笔欺诈交易输入：
 - 日期**
 - 计划类型 (SNAP 或 CA)**
 - 被盗金额**
 - 零售商地点**

您可以视需要输入多笔交易。

- g. **勾选方框** ，证明所提供的信息准确无误。

4. 点击“**提交**”。**退出 EBT Connect 并关闭所有选项卡**以保护您的个人数据。

大功告成！ 您将通过邮寄信件收到对索赔做出的决定。



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 or call 1-888-328-6399 to report it stolen, get a new card, and change your PIN

2. **Get your EBT transaction history** online at 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.

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

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