



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.ebtedge.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.ebtedge.com, by downloading the ebtEDGE 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. In the detailed transactions section, enter for each fraudulent transaction:

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

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

f. 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.

Fason yo Ranpli Fòmilè Demann pou Èd yo Vòlè a

1. Eske ou te rapòte (Electronic Benefits Transfer, EBT) ou kòm vòlè lè yo te vòlè benefis ou yo? Li nesesè pou ou ka depoze yon demann.

Wi? Ale nan etap 2.

Non? Ale sou www.ebtedge.com oswa rele nan 1-888-328-6399 pou w deklare vòl la, pou w ka jwenn yon nouvo kat, epi pou w chanje kòd PIN ou a

2. Jwenn istwa tranzaksyon EBT ou sou entènèt nan www.ebtedge.com, lè ou telechaje aplikasyon ebtEDGE a, oswa lè ou rele 1-888-328-6399. W ap bezwen istorik tranzaksyon EBT ou a:

- **Dat** benefis ou yo te vòlè;
- **Kote** yo te vòlè benefis ou yo; epi
- **Kantite** chak benefis ki te vòlè, chak fwa.

3. Ranpli fòmilè demann ou a. ANTRE:

a. **Adrès postal** ou genyen nan moman sa a.

b. **Nimewo Idantifikasyon Kliyan (Client Identification Number, CIN)**
[Li sou kat EBT pèmanan ou. Li ka make "Nimewo Idantifikasyon"]

c. **Nimewo Dosye** ou lè benefis ou yo te vòlè.
[Li nan afich (Human Resources Administration, HRA) oswa nan ACCESS HRA, li gen 9 chif epi yon lèt, li PA sou kat EBT ou a]

d. **Èd Lajan Kach (Cash Assistance, CA) yo vòlè?** Nan Seksyon Rezime Èd Lajan Kach la antre:

- ☐ **dat ou te dekouvri vòl la** [si ou pa konnen, kite l vid],
- ☐ **dat premye ak dènye tranzaksyon ki fèt nan magouy yo**, ak
- ☐ **montan total CA yo vòlè a.**

e. Nan tranzaksyon detaye yo, mansyone chak tranzaksyon ki te fèt nan magouy:

- ☐ **Dat** la
- ☐ **Kalite pwogram nan (CA)**
- ☐ **Kantite kòb yo vòlè**, epi
- ☐ **Kote machann lan**

Ou pral kapab antre plizyè tranzaksyon si gen nesesite pou sa.

f. **Koche kare a** ☒ pou w kapab konfime enfòmasyon ou bay yo egzak.

4. **Peze soumèt.** Dekonekte sou EBT connect epi fèmen tout fenèt yo, pou w ka pwoteje enfòmasyon w yo.

Ou fini! Ou pral resevwa yon desizyon nan bwat postal ou.