



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.

如何填写被盗福利索赔表

1. 当您发现福利被盗时，您是否报告电子福利转账 (Electronic Benefits Transfer, EBT) 卡被盗？这是提出索赔的**必要条件**。

是？ 转到第 2 步。

否？ 请访问网站 www.ebtedge.com 或致电 1-888-328-6399 报告被盗事项，申请新卡，并更改您的个人识别码 (PIN)

2. 要获取您的 EBT 交易记录，请登入网站 www.ebtedge.com，下载 ebtEDGE 应用程序，或致电 1-888-328-6399。您需要查看您的 EBT 交易记录，以便确认：

- 您的福利被盗的日期；
- 您的福利被盗的地点；和
- 每次每项福利的被盗金额。

3. 完整填写您的索赔表。输入：

a. 您当前的**邮寄地址**。

b. 您的**客户识别码 (Client Identification Number, CIN)**。

[它显示在您的永久 EBT 卡上。它可能被标记为“身份识别码” (ID Number)]

c. 您的福利被盗时的**个案编号**。

[它显示在**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，并且没有显示在您的 EBT 卡上。]

d. **现金援助 (Cash Assistance, CA) 被盗？** 在现金援助摘要部分输入：

- ☐ 您发现失窃的日期 [如果不知道，可不填]，
- ☐ 发生欺诈交易的**最早日期**和**最晚日期**，和
- ☐ 被盗的 **CA 总金额**。

e. 在**交易细节部分**，为每笔欺诈交易输入下列信息：

- ☐ **日期**
- ☐ **项目类型 (CA)**
- ☐ **被盗金额**，和
- ☐ **零售门店地址**

您可以视需要输入多笔交易。

f. 勾选方框 ☒，证明提供的信息准确无误。

4. 点击提交。退出 EBT Connect 并关闭所有标签，保护您的个人数据。

大功告成！ 您将通过邮寄信件收到索赔判决书。