



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

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.

如何填寫失竊福利索賠表

1. 當您發現福利失竊時，您是否報告您的電子福利轉帳 (Electronic Benefits Transfer, EBT) 卡失竊？這是提出索賠的必要條件。

是？ 請轉到步驟 2。

否？ 請造訪 www.ebtedge.com 或致電 1-888-328-6399 報告卡片失竊、取得新卡，並更改您的個人識別碼 (PIN)

2. 要取得您的 EBT 交易歷史記錄，請造訪 www.ebtedge.com，下載 ebtEDGE 應用程式，或致電 1-888-328-6399。您需要查看 EBT 交易歷史記錄，確認以下各項：

- 您的福利失竊日期；
- 您的福利失竊地點；及
- 每次每項失竊福利的金額。

3. 完整填寫您的索賠表。鍵入：

a. 您當前的郵寄地址。

b. 您的客戶識別碼 (Client Identification Number, CIN)。

[它位於您的永久 EBT 卡上。它可能會被標記為「身份識別碼」(ID Number)]

c. 您的福利失竊時的個案編號。

[此號碼列於人力資源管理局 (Human Resources Administration, HRA) 通知或 ACCESS HRA 中，包含 9 個數字和 1 個字母，它不在您的 EBT 卡上]

d. 現金援助 (Cash Assistance, CA) 福利失竊？在現金援助摘要區段中，鍵入：

- ☐ 您發現福利失竊的日期 [如果不知道，請留白]，
- ☐ 發生欺詐交易的最早日期和最近日期，及
- ☐ 失竊的 CA 福利總金額。

e. 在詳細交易區段，針對每筆欺詐交易輸入：

- ☐ 日期
- ☐ 計劃類型 (CA)
- ☐ 失竊金額，及
- ☐ 零售門店地址

您可以根據需要輸入多筆交易。

f. 勾選方塊 ☒，證明提供的資訊準確無誤。

4. 按一下提交。登出 EBT Connect 並關閉所有標籤，保護您的個人資料。

大功告成！ 您將透過郵寄信件收到索賠判決書。