

Fason yo Ranpli Fòmilè Demann pou Èd yo Vòlè a

1. Èske w **te fè deklarasyon vòl pou kat EBT ou a** lè yo te volè èd 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. **Verifye istorik tranzaksyon ou yo** anliy sou www.ebtedge.com, tout pandan w ap telechaje aplikasyon ebtEDGE la, rele nan 1-888-328-6399. W ap bezwen istorik tranzaksyon EBT ou a:

- nan **dat** yo te vòlè Èd ou yo;
- nan **zòn** yo te vòlè Èd ou yo; epi
- **kantite lajan** pou chak Èd yo te vòlè yo, chak fwa.

3. **Ranpli fòmilè demann ou a.** Antre:

a. Adrès postal ou **pou kounya**.

b. Nimewo Idantifikasyon Kliyan ou a (**Client Identification Number, CIN**).

[*Ki parèt nan kat EBT pèmanan ou a. Li ka make "Nimewo Idantifikasyon"*]

c. Nimewo **Dosye ou a** lè yo te vòlè èd ou yo.

[*Li nan afich 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. **SNAP yo vòlè?** Nan Seksyon Rezime SNAP 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 SNAP yo vòlè**.

Remak: Pa melanje fòm Èd CA ak SNAP yo vòlè yo nan seksyon rezime a.

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

- dat **la**
- pwogram** kategori (SNAP oswa CA)
- kantite kòb yo vòlè**, epi
- lokal **revandè a**

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

g. Koche kare a pou w kapab konfime enfòmasyon ou bay yo egzak.

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

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



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. **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 ebtEDGE and close all tabs** to protect your data.

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