



What to Do If Your EBT Benefits Are Electronically Stolen (Skimmed)



If your SNAP or Cash benefits have been electronically stolen, you can now submit a claim for replacement of these stolen benefits. If eligible, your benefits may be partially or entirely replaced.

STEP 1:

If you have not already done so Report your EBT card as stolen at ebtedge.com or call EBT Customer Service at **888-328-6399**.

STEP 2:

While on the website or phone, gather your EBT transaction history. Then look up your case information on ACCESS HRA.

STEP 3:

File a claim online at nyc.gov/hra



Learn more and file a claim:

