

SNAP-CR RECOVERY AND THE COLLECTION DESK FAQ

1) Why have I received a notice of overpayment from Human Resources Administration (HRA) Supplemental Nutrition Assistance Program (SNAP)?

You received notice of overpayment for Supplemental Nutrition Assistance Program (SNAP) because you failed to report a change in earned income, unearned income, or household composition in a timely manner, which caused you to be ineligible for SNAP benefits.

2) Can I review the reason for the overpayment?

Yes, you can contact SNAP Claims and Recovery (SNAP-CR) for a conference review with one of our representatives at 718-557-1399.

3) What happens if I do not respond notice of overpayment or notices from SNAP Claims and Recovery (SNAP-CR)?

If you do not respond to the notice of overpayment or SNAP-CR notice/letter or fail to pay, your claim will be referred to U.S. Department of Treasury which will result in interception of the following Federal payments: Federal Income Tax Return, Social Security Benefits, and Federal wages.

4) Why was my Federal Income taxes/social security taken?

Your Federal Income taxes/Social Security benefits were taken because you failed to repay the overpayment claim, your account is delinquent, you missed two (2) or more payments in accordance with your signed repayment agreement.

5) What can I do if I cannot pay my bill?

You can contact SNAP-CR at 718-557-1399 for further assistance.

6) Are payment arrangements available?

Yes, monthly payment arrangements are available when you enter into a repayment agreement. Please contact SNAP-CR at 718-557-1399 to make payment arrangements.

7) Can I do lump sum payments?

Yes, lump sum payments are available.

8) What are the methods of payments available?

- Check
- Money Order
- Unused SNAP benefits can be applied towards an overpayment.

9) Who should I make the check/money order payable to?

Make check /money order payable to one of the following:

- HRA Department of Social Services
Mailing address: SNAP Claims and Recovery
375 Pearl St, 23rd Fl,
New York NY 10038.

10) What information is needed on my check/money order?

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Include the following in your Checks and Money Orders payment:

- Signature
- Date
- Dollar amount written out on check
- Case name
- Case number

11) What should I do if I made a payment but did not receive a receipt?

You can contact SNAP-CR at 718-557-1399 for further assistance.