



SNAP BENEFITS STOLEN?

YOU MAY BE ABLE TO GET THEM REPLACED.

If your Supplemental Nutrition Assistance Program (SNAP) benefits were stolen from your Electronic Benefits Transfer (EBT) account through card skimming, card cloning, phishing or other fraudulent means, **take the following actions:**

1. Change your PIN

by calling 866-281-2448, visiting ConnectEBT.com, or downloading the ConnectEBT mobile app (Apple App Store or Google Play Store).



2. Report the fraud and receive a new card

by calling Virginia's EBT Client Customer Service Helpdesk at 866-281-2448 (accessible 24 hours a day, 7 days a week) or contact your local department of social services.



3. Start a replacement claim

for funds by contacting your local department of social services immediately after discovering your benefits were stolen.

Your local department of social services must receive your claim and any required forms within 30 days of the discovery of the theft.



4. Contact 3-1-1 or your local non-emergency law enforcement

to file a report about the stolen benefits.



To find out if you are eligible for SNAP benefits replacement, visit

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or

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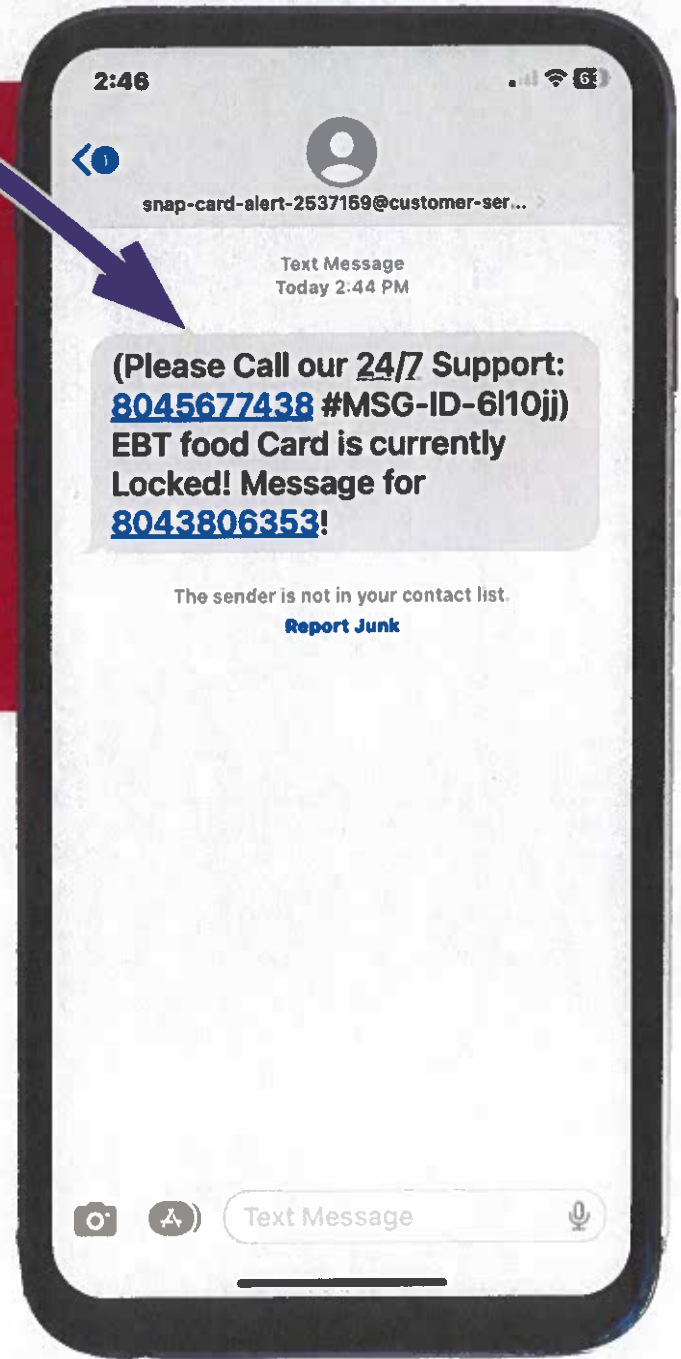
VIRGINIA DEPARTMENT OF
SOCIAL SERVICES



Have you
received a
message like this?

It's a **SCAM** 

Do not respond
to any text
messages about
your EBT account.



Call 1-866-281-2448 for help.

Learn more:



dss.virginia.gov/EBTscam

Date Effective: 06/30/2023

Request to replace benefits:

We understand the loss of EBT benefits has created a hardship. Virginia will begin offering replacement of SNAP EBT benefits that were lost or stolen due to cloning, scamming, phishing, or other fraudulent methods to eligible households in mid-July. The LDSS can send you the SNAP EBT Replacement Request and Client Attestation for you. Please review, complete, and return it to your local department of social services. We will begin determining eligibility and processing these requests by July 17, 2023.

Clients who had their benefits lost or stolen prior to October 1, 2022:

We understand the loss of EBT benefits has created a hardship. At this time, we are unable to replace SNAP EBT benefits that were lost or stolen prior to October 1, 2022. The federal legislation that was enacted is only applicable to SNAP benefits were stolen on or after October 1, 2022. Let's see if there are some other resources that you may use to address your food needs.

P-EBT Only Clients who had their benefits lost or stolen:

We understand the loss of EBT benefits has created a hardship. At this time, we are unable to replace P-EBT benefits that were lost or stolen. The federal legislation that was enacted is only applicable to SNAP benefits were stolen on or after October 1, 2022. Let's see if there are some other resources that you may use to address your food needs.

LDSS Actions:

- Immediately "status" the old card and re-issue a new card. **NOTE: This action is mandatory.**
- Strongly advise the client to change their card PIN and provide the reasons why they should change their PIN. Refer to Protect Yourself from [EBT Scams - Virginia Department of Social Services](#).
- Review the case transactions in EPPIC to determine if the questioned transaction(s) in question involved card skimming, cloning or other fraudulent methods. Upload the screen shots of EPPIC transactions to the case via DMIS. The LDSS or designee may determine the appropriate staff that will perform the work of reviewing and tracking all reported instances of skimming, tracking or other similar fraudulent instances.
- Connect the client with other food resources, or resources that they may qualify for to allow the client to use available personal funds to spend on food.

Eligibility for SNAP EBT Replacement Benefits:

- The case must contain SNAP Benefits (such as SNAP monthly allotments, emergency allotments, D-SNAP, or SNAP Replacement Benefits).
- SNAP Benefits must have been lost or stolen between October 1, 2022, through September 30, 2024.
- The client must request replacement benefits within the allowable timeframe.

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- SNAP Benefits must have been lost or stolen between October 1, 2022, through September 30, 2024.
- The client must request replacement benefits within the allowable timeframe.

- The LDSS will determine via the EPPIC transaction history and information provided by the client using reasonable, consistent, and prudent judgement that the transaction(s) in question were most likely due to cloning, scamming, phishing, or other fraudulent methods.
- The client can only receive replacement benefits two times during the federal fiscal year (Oct 1 – Sept 30).
- The client must submit a signed, completed attestation of the loss and request a replacement benefit.

Timing and due dates

- For benefits previously reported stolen between October 1, 2022, and July 30, 2023 – Clients have until September 30, 2023 to request the benefits be replaced.
- Moving forward, clients have 30 days from the date they discovered the loss of benefits due to potentially fraudulent transactions to report the theft.
- Clients have 10 business days to return the completed attestation after they report the loss of benefits.
- All validated claims will be paid no later than ten (10) business days after the claim is submitted, or 2 business days after receiving a signed attestation of electronically stolen benefits, whichever is later.

The amount of the replacement benefits

The amount of the replacement benefits is the lesser of:

- Twice the amount of all the SNAP benefits in the month prior to the fraud transaction, **OR**
- The amount of the fraud transaction.

Complete this form for loss due to theft, card skimming, or similar situation and return it to your local department of social services.

Head Of Household:
Last 4 Digits of Social Security Number:
Street Address:
Phone:
Date Of Discovery of Theft:

I, _____ attest that I am a member of the household, or an authorized representative, and wish to request replacement SNAP benefits in the amount of \$_____ to cover the cost of benefits lost due to theft because of skimming, cloning or other similar fraudulent methods that occurred from, ____,20__ through ____,20__.

Describe the loss or theft of benefits:

Verification of the loss is required before any benefits can be replaced. The Local Department of Social Services will validate claims of benefit theft through EBT processor data, statements from customers, retailer data, identified skimming devices, or other similar information.

**PLEASE READ THE STATEMENTS BELOW BEFORE SIGNING THIS FORM
YOUR SIGNATURE IS YOUR ATTESTATION OF LOSS**

- ☐ I understand that reports of electronic benefit theft must be reported within 30 calendar days of the discovery of theft through skimming, cloning, or other similar fraudulent methods.
- ☐ I understand that replacement benefits due to theft cannot exceed the amount two months of SNAP benefits or the amount of my actual reported loss, whichever is less.
- ☐ I understand that I must sign and return this statement within 10 business days of the date I reported the household theft to my Local Department of Social Services, or my benefits cannot be replaced.
- ☐ I understand that benefits lost due to theft cannot be replaced more than two times in a federal fiscal year (October 1 through September 30 of each year 10/1/22 – 12/20/24).
- ☐ I understand that benefit replacements for theft can only be claimed from 10/1/2022 through 12/20/2024.
- ☐ I understand that I will be subject to penalties if I misrepresent the facts including but not limited to a charge of perjury for a false claim.
- ☐ I understand that I have the right to a Fair Hearing if I disagree with the decision to replace benefits made by Local Department of Social Services.

Client Signature

Date

