

August 2023

IMPORTANT – ELECTRONIC BENEFITS TRANSFER (EBT) CARD SCAM ALERT AND REPLACEMENT BENEFITS UPDATE

You are receiving this notice because either your household previously reported scam-related benefit theft or we received information that your EBT account may have been compromised. Scam-related benefit theft occurs when Supplemental Nutrition Assistance Program (SNAP) and/or Temporary Assistance (TA) cash benefits are stolen through electronic means such as EBT card skimming, cloning, third party misrepresentation, or other similar fraudulent methods like phishing.

What should I do first?

Review your EBT transaction history. If you discover any transactions on your EBT account that were not made by someone in your household, **immediately report your card stolen by calling the EBT Customer Service Helpline at 1-888-328-6399, or by visiting www.connectebt.com, and a new card will be sent to you.** Once you have secured your account, you may be eligible for a replacement for your stolen benefits.

You have until October 31, 2023, to apply for a replacement benefit.

To find out if you are eligible to receive a replacement benefit you must complete and submit an application for replacement benefits. This is true even if you previously reported an incident of scam-related benefit theft directly to either OTDA, your local Social Services District (district), the New York City Human Resources Administration (NYC HRA), or any other entity.

You have until October 31, 2023, to submit an application for replacement benefits. If you do not submit a completed application in this time frame you will not be eligible for a replacement of your benefits.

What benefits can be replaced?

SNAP: Households who experienced scam-related theft of SNAP benefits on or after **October 1, 2022, through September 30, 2024**, may be eligible for a replacement SNAP benefit under certain circumstances.

Note: P-EBT benefits are not considered SNAP benefits and are not eligible to be replaced under current federal rules.

TA: Households who experienced scam-related theft of TA cash benefits on or after **January 1, 2022**, may be eligible for a replacement TA benefit under certain circumstances.

More details about the specific SNAP and/or TA benefits that may be replaced can be found on the application instructions or directly on OTDA's website. Both can be found here: otda.ny.gov/EBTscam.

How do I apply?

To apply for a replacement of scam-related stolen SNAP and/or TA cash benefits, households need to complete the application: *Request for Replacement of Stolen Supplemental Nutrition Assistance Program (SNAP) and/or Temporary Assistance (TA) Benefits*. This application must be completed with your case information and the details relating to the theft you are reporting. Once complete, you must sign, date, and return the application to your local district. The application includes detailed instructions for completing and submitting your request. You can find the application and instructions at otda.ny.gov/EBTscam.

Where can I get an application?

The *Request for Replacement of Stolen Supplemental Nutrition Assistance Program (SNAP) and/or Temporary Assistance (TA) Benefits* application can be downloaded from the OTDA website at otda.ny.gov/EBTscam and will be available upon request at your local district. You may also contact your district and request that a copy be mailed to you.

Safeguard your card.

All EBT households are reminded to take the appropriate steps to keep their EBT account secure. These steps include:

- Regularly monitoring your EBT account balance and transaction history.
- Changing your PIN frequently.
- Protecting your EBT card and PIN. Never provide your PIN to anyone that is not authorized to directly use your account.

For more information about these scams, including detailed instructions about how you can take these steps to protect your EBT benefits, please visit our website: otda.ny.gov/EBTscam.