



General Information System (GIS) Message

Section 1

Transmittal:	23DC075 Upstate and New York City
Date:	October 24, 2023
To:	Subscribers
Suggested Distribution:	Supplemental Nutrition Assistance Program (SNAP) Directors Temporary Assistance (TA) Directors
From:	Valerie Figueroa, Deputy Commissioner, Employment and Income Support Programs
Subject:	Using Telephonic Signatures on Requests for Replacement of Stolen SNAP and/or TA Benefits
Effective Date:	Immediately
Contact Information:	SNAP Policy Bureau at (518) 473 -1469 or SNAPBureau@otda.ny.gov TA Policy Bureau at (518) 474-9344 or tabureau@otda.ny.gov
Attachments:	None

Section 2

The purpose of this GIS is to inform social services districts (districts) of the procedures to certify requests for replacement of stolen SNAP and/or TA benefits using telephonic signatures.

As outlined in [23-ADM-07](#), households may apply for the replacement of SNAP and/or TA benefits that have been stolen through electronic means such as Electronic Benefit Transfer (EBT) card skimming, cloning, third party misrepresentation, or other similar fraudulent methods such as phishing. Households outside of New York City must complete and submit the [LDSS-5215](#): Request for Replacement of Stolen SNAP and/or Temporary Assistance (TA) Benefits to the district in which they live. Households in New York City must complete and submit a request [online](#) or via the [HRA-210](#): Request for Replacement of Stolen SNAP and/or Cash Assistance (CA) Benefits. In order to be considered complete, the LDSS-5215 or HRA-210 forms must be physically signed.

In an effort to assist households and remove barriers to completing and submitting a signed [LDSS-5215](#) or [HRA-210](#), telephonic signatures may be used as an alternative procedure for completing a request for replacement of stolen SNAP and/or TA benefits, filed over the telephone or submitted without a signature. Districts may accept applications using telephonic signatures through June 30, 2024.

Districts must comply with the requirements and procedures outlined in [23DC049](#): SNAP Interview Adjustment and Telephonic Signature Unwinding Waivers, and [20TA/DC049](#): COVID-19 Telephone Signature Waiver Option when utilizing telephonic signatures for this purpose. Additionally, the use of a telephonic signature must be documented in the case record. Please contact your SNAP liaison or the TA Bureau with any questions.