



General Information System (GIS) Message

Section 1

Transmittal:	24DC006 Upstate and New York City
Date:	February 21, 2024
To:	Subscribers
Suggested Distribution:	Commissioners Supplemental Nutrition Assistance Program (SNAP) Directors Temporary Assistance (TA) Directors Welfare Management Systems (WMS) Coordinators
From:	Valerie Figueroa, Deputy Commissioner of Employment, and Income Support Programs
Subject:	Extended Deadline for Retroactive Requests for Replacement of Skimmed SNAP and/or TA Cash Benefits; Clarified Procedures for Securing Compromised EBT Cards
Effective Date:	January 1, 2024
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Attachments:	N/A

Section 2

The purpose of this General Information System Message (GIS) is to advise districts of a change in the deadline for households to submit retroactive claims for replacement of skimmed benefits and to provide clarification on the required action necessary to secure compromised Electronic Benefit Transfer (EBT) cards described in the initial ADM for replacement of these benefits. [23 ADM-07: Replacement Procedure for SNAP and/or TA Benefits Stolen via Skimming, Cloning, Phishing or Other Fraudulent Methods](#) established the policies and requirements governing the replacement of stolen SNAP and/or TA cash benefits, including the process by which impacted households can apply for replacement benefits. The original retroactive claim application deadline was extended from October 31, 2023 to December 31, 2023 as described in [GIS 23 DC078](#). This deadline has now been extended to April 1, 2024.

BACKGROUND

The federal Consolidated Appropriations Act, 2023 and New York State Social Services Law (SSL) § 152-d included provisions to allow for the replacement of SNAP and/or TA cash benefits that were stolen through electronic means such as EBT card skimming, cloning, third party misrepresentation, or other similar fraudulent methods like phishing, as described in [GIS 22TA/DC097](#). The policy and procedures guiding the replacement process are outlined in [23-ADM-07](#).

Section 3

Retroactive Application Deadline: Eligibility for replacement of SNAP and/or TA cash benefits remains the same as initially described in [23-ADM-07](#). However, timeframes in which a household can submit an application for replacement of stolen benefits are being extended as follows:

- Applications for SNAP benefits stolen between October 1, 2022 and August 20, 2023, and TA cash benefits stolen between January 1, 2022 and August 20, 2023 (retroactive claims) can now be submitted **through April 1, 2024**. Applications for retroactive claims received after April 1, 2024 must be evaluated on a case-by-case basis (see note below).
- All other applications must be submitted within 30 days from the date the household discovered the theft.

Note: Households whose SNAP benefits were stolen between October 1, 2022 and August 20, 2023, or TA cash benefits stolen between January 1, 2022 and August 20, 2023, who do not apply before April 1, 2024, still have the option to apply for replacement as long as the application is submitted within 30 days from the date the household discovered the theft.

This updated application deadline is effective retroactively to January 1, 2024. Applications for retroactive claim reimbursement submitted on or after the previous deadline up to the release date of this GIS should be considered against this new deadline. Any retroactive claims denied for untimely filing during this time should be reconsidered.

Compromised EBT Cards: As described in [23-ADM-07](#), replacement benefits may not be issued to any EBT account unless the compromised EBT card has been deactivated. If during the review of the case record and claim details, it is discovered that the reportedly compromised card has not yet been deactivated, district staff **must** deactivate the card and issue a replacement prior to completing the application processing and issuing any replacement benefit. OTDA is updating the *LDSS-5215 – “Request for Replacement of Stolen Supplemental Nutrition Assistance Program (SNAP) and/or Temporary Assistance (TA) Benefits”* (LDSS-5215) to include new consent language informing households that their compromised EBT card will be deactivated if they have not already done so prior to submitting the application.

OTDA’s website ([OTDA.NY.gov/EBTScam](https://www.otda.ny.gov/EBTScam)) will be updated to reflect the extended application deadline and to advise cardholders that their EBT will be deactivated and replaced if they have not done so before applying for replacement benefits.