

ACT by October 1st

Do you get SNAP Benefits?

You Can Get Help if you Lost Food Because of Tropical Storm Ida!
(the storm that hit NYC on September 1)

Did you lose food you bought with SNAP because you lost power, had a flood, fire, or other disaster due to Tropical Storm Ida (the storm that hit on September 1) in NYC?

If yes, you are eligible for TWO types of help:

1. You Can Use SNAP to Buy Hot and Prepared Food until October 3: You can use your SNAP benefits to buy hot and prepared food at USDA-authorized SNAP retailers in New York City through Sunday, October 3, 2021. Here is an index of retailers: <https://usda-fns.maps.arcgis.com/apps/webappviewer/index.html?id=e1f3028b217344d78b324193b10375e4>

2. You can get additional SNAP benefits to replace the food you lost due to Tropical Storm Ida. There are two options for obtaining replacement SNAP. Both are easy, and require some action to be taken by THIS Friday, October 1st.

- Option 1 - Submit a simple form to HRA by this Friday, October 1st
 - Fill out a **simple** form and tell HRA the \$ dollar amount of the food you lost.
 - The form (in English and Spanish) is here: <https://otda.ny.gov/programs/applications/2291.pdf>.
 - The Arabic, Bengali, Chinese, Haitian-Creole, Italian, Korean, and Russian versions are here: [LDSS-2291 - English/Arabic](#), [LDSS-2291 - English/Bengali](#), [LDSS-2291 - English/Chinese](#), [LDSS-2291 - English/Haitian-Creole](#), [LDSS-2291 - English/Italian](#), [LDSS-2291 - English/Korean](#), [LDSS-2291 - English/Russian](#)
 - Submit the form. You can submit the form in several ways:
 - The ACCESS HRA mobile app (visit nyc.gov/accesshramobile for information on how to download the app).
 - Fax to **917-639-2544**
 - Mail to: Centralized Recertification Mail Unit, PO Box 29008, Brooklyn, NY 11202
 - Submit in-person at an [open HRA Location](#)
- Option 2 - (a) Report loss (can do by phone) by October 1, and (b) submit form within 10 days of reporting loss

Step 1 - Report Loss by October 1

- First, report the loss of SNAP benefits to HRA by October 1. There are numerous ways to report the loss, including by making a phone call.

(continued on next page)

- **You can call HRA Infoline at 718-557-1399 or 311**, and say you want to "report a loss of food purchased with SNAP benefits due to Tropical storm Ida." You should have your SNAP case number handy, and should indicate the dollar value of the loss. *Get a confirmation number for your call.*

OR

- **You can submit a letter reporting the loss:**
 - **Write (handwriting is okay) on a piece of paper:**
 - your name, SNAP Case Number, the date of your report, and your phone number, and
 - "I want to report loss of \$_____ worth of food purchased with SNAP because of Tropical Storm Ida." [Note: Fill in the dollar amount of your loss in the blank.]
 - **Submit the letter and/or report that you lost food via:**
 - The ACCESS HRA mobile app (visit nyc.gov/accesshramobile for information on how to download the app).
 - Fax to **917-639-2544**
 - Mail to: Centralized Recertification Mail Unit, PO Box 29008, Brooklyn, NY 11202
 - In-person at an [open HRA Location](#)

Step 2 - Complete Form and Send within 10 days of Reporting Loss (Step 1)

- **Second, you need to fill out the form and send to HRA within 10 days of reporting your loss.**
 - **Fill out the **simple** form and tell HRA the \$ dollar amount of the food you lost.**
 - The form (in English and Spanish) is here: <https://otda.ny.gov/programs/applications/2291.pdf>.
 - **The Arabic, Bengali, Chinese, Haitian-Creole, Italian, Korean, and Russian versions are here:** [LDSS-2291 - English/Arabic](#), [LDSS-2291 - English/Bengali](#), [LDSS-2291 - English/Chinese](#), [LDSS-2291 - English/Haitian-Creole](#), [LDSS-2291 - English/Italian](#), [LDSS-2291 - English/Korean](#), [LDSS-2291 - English/Russian](#)
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You should get the replacement SNAP benefits on your EBT card within 10-14 Days!

Note: Only food purchased with SNAP qualifies for replacement. Food purchased with Pandemic-EBT does not qualify for replacement.