



What You Need to Know About Reimbursement for “Skimmed” SNAP/Cash Assistance Benefits

For a limited time, New Yorkers who had their SNAP or Cash Assistance benefits stolen due to “skimming” can apply to have stolen funds returned to them.

What is “skimming”?

Skimming is a form of electronic theft. If you used your EBT card at an ATM or store where the card reader contains a nearly invisible skimming device, your EBT data can be copied. This allows your benefits to be used by a third party in another location. Often victims of skimming only find out that their benefits were stolen when their balance suddenly decreases or they check their EBT transactions and they learn their benefits were used in a different borough or different state.

Who is eligible to receive replacement benefits?

SNAP

Anyone who has had SNAP benefits skimmed on or after October 1, 2022.

Cash Assistance

Anyone who has had Cash Assistance benefits skimmed on or after January 1, 2022.

Note: You do not need to have an active SNAP or Cash Assistance case to be eligible to receive a replacement.

SNAP stolen pre-October 1, 2022?

If you lost SNAP benefits *before* October 1, 2022, you cannot use the process described here to obtain reimbursement. This process is only available to seek reimbursement for SNAP benefits lost on or after October 1, 2022.

What can I do to seek reimbursement for SNAP stolen pre-October 1, 2022?

Right now, there is nothing that you can do. However, The Legal Aid Society is pursuing a lawsuit, *Chen v. Vilsack*, which, if successful, may result in you being able to get reimbursement for SNAP benefits stolen prior to October 1, 2022. The Legal Aid Society will update this KYR when we have any news to report on *Chen*. You do not need to sign up or register now to be eligible for relief through *Chen*, but if you lost your benefits on or after

October 1, 2022, you cannot wait for *Chen*, you need to submit a claim for reimbursement described in this KYR.

What is the deadline to submit a claim for replacement benefits?

It depends on when your benefits were stolen:

- If your benefits were skimmed before August 21, 2023, you have until December 31, 2023 to submit a claim for replacement benefits.
- If your benefits were skimmed on or after August 21, 2023, you have 30 days from the date of discovering that your benefits were skimmed. If you do not know your exact date of discovery, you can leave this field blank, and it will not cause your claim to be rejected. Any claims with a date of discovery more than 30 days prior to the date you submit the form will be rejected. For example, if you discovered that your benefits were skimmed on August 22 and you submit a form for reimbursement on October 1, your claim for reimbursement will be rejected because you sought reimbursement too late, more than 30 days after discovery.

How much of my skimmed benefits can be replaced?

It depends.

- If 2 months or less of your benefits were skimmed, you are eligible to receive the full amount of benefits skimmed.
- If more than 2 months of benefits were skimmed, you are eligible to receive 2 times the benefits you received in the month before your benefits were stolen, or roughly 2 months of benefits.

How do I submit a claim for replacement benefits?

To make a claim, you need proof that your benefits were “skimmed.” There are several ways to get the proof you need. Please note if you have already taken Steps 1 and 2, you can go straight to Step 3.

Step 1

Obtain your EBT Transaction history — Identify the transactions that were fraudulent (made by someone other than you) by using either of the following 2 options:

Option 1: Check your EBT history at connectebt.com or by downloading the ConnectEBT mobile app.

Option 2: Call EBT Customer Service at 1-888-328-6399 to hear your last ten transactions, or speak with a live customer service representative.

Step 2

Report your card as stolen* to EBT — Go to <https://www.connectebt.com/> or call EBT Customer Service at 888-328-6399 to report your card as stolen. Once you report your card stolen, you can't use it. You will be sent a new card to use that you should receive within 7 days.

*Even if your card was not physically stolen, you must report it as stolen to indicate that the benefits on your card were electronically stolen.

** Please note that until you've reported your card stolen, the card is still active and you are technically at risk of skimming unless you change your PIN after every transaction/use of card.

Step 3

Submit a claim for Replacement Benefits — To submit a claim, you will need your Client Identification Number (ID Number on your EBT card), your case number, and EBT transaction history.

Option 1: Submit a claim [online](#); or

Option 2: Visit your local Center to request a paper copy, fill it out, and submit it at the Center.

Option 3: Request a paper copy and mail the claim to:

Department of Social Services

P.O. Box 02-9121

Brooklyn GPO, Brooklyn, NY 11202

You can get a paper copy online [here](#), by visiting your local Center, or by calling Infoline 718-557-1399 to request a form be mailed to you.

Can I submit multiple claims for replacement benefits?

It depends.

- For Cash Assistance, households may not receive more than 2 replacement Cash benefits between January 1, 2022 through September 30, 2022. For any skimming incidents after September 30, 2022, households may not receive more than 2 replacement Cash benefits in a single year between October 1 through September 30 of the next year.
- For SNAP, households may not receive more than 2 replacement SNAP benefits in a single year between October 1 through September 30 of the next year.

How long will it take to get my replacement benefits after submitting a claim?

It may take up to 4 weeks for you to receive a notice in the mail of the agency's decision. If your claim is approved, the benefits will be loaded onto your EBT card.

What happens if my claim is denied?

If your claim for replacement benefits is denied, you have the right to a Fair Hearing if you disagree with the determination made. You can request a Fair Hearing over the phone at 800-342-3334. You can also request a Fair Hearing [online](#) or by

mail by following the instructions found [here](#). You will then receive a notice telling you the time and location of your hearing.

Get Help

For more information, please visit HRA's [website](#).

You can also call our Access to Benefits helpline at 888-663-6880 Monday through Friday from 10:00 a.m. to 3:00 p.m.

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