

## Getting Reimbursed for Electronically Stolen Cash Aid and CalFresh Benefits

Did someone withdraw cash aid or CalFresh from your EBT account, even though you never lost your card? You may be able to be reimbursed! **Act immediately!**

### Contact the County, and:

1. **REPORT THE THEFT: IMPORTANT! REPORT ON TIME:** If you do not report the theft by the deadlines below, you will not get reimbursed.

a. **For Cash Aid or CalFresh:** Report within **90 days** of the illegal withdrawal using the EBT 2259 form. You can get that form from the county welfare department.

You also can call the **EBT Customer Service Hotline: (877) 328-9677** (open 24 hours every day) to report and cancel your card. Choose option 2 for unauthorized use.

1 **CANCEL YOUR CARD.**

2 **ASK FOR A NEW CARD:** Tell the county if you need to pick up a card (to prevent mail delays or mail theft). The EBT Customer Service Hotline cannot issue you a new card.

3 You must file a claim form within 90 days of the theft even if you talk to the EBT helpline.

**REIMBURSEMENTS:** The county has 10 business days to get you the replacement. Holidays or weekends do not count.

- o **CalFresh** reimbursement is limited to the value of two month's benefits, even if more was stolen. Stolen CalFresh benefits can only be replaced twice in a six-month period.

- o **Cash Aid** will replace what was stolen, if found eligible.

- o The county must give you a notice if they are denying reimbursement. You can ask for a state hearing if you disagree with the denial. The notice tells you how to ask for a hearing. Ask for a county hearing if your GA/GR was stolen.

### PROTECT YOURSELF!

1. Regularly check your balance. Look for withdrawals you did not authorize.

2. Change your PIN every month on the day before your allotment is usually deposited.

3. If you suspect your card has been compromised, call and deactivate it.

4. Use your food benefits within the month issued. There is a cap on the amount that can be reimbursed, so if you save up your benefits, you may not get your full loss covered.

5. EBT will never call you – do not give out your EBT info to anyone over the phone.

6. Check the EBT or ATM device before you swipe your EBT card:  Wiggle the keypad or card slot – sometimes the piece used to steal your benefits is just taped on.  The slot to slide your card should be very thin – not much wider than the card. If it is bigger, it may be a fake.

Look for small holes over or near the keypad. They are cameras that steal your PIN. *Hold up a hand to hide your fingers when typing the PIN.*

7. Do not go to stores that you think stole your information.

8. Lock or otherwise manage your EBT card using the ebtEDGE App.

**For Help with Reimbursement Denials:** Contact Legal Services of Northern California. You can call our main line at 916-551-2150 or find your local office at [www.lsnc.net](http://www.lsnc.net)