



## Frequently Asked Questions – Electronically Stolen Benefits and how to replace them

State-issued benefits (including SNAP and Cash) stolen electronically by [skimming](#), [phishing](#), card cloning, and similar fraudulent methods are now eligible for replacement.

Thieves can use technology to steal EBT card information, and use SNAP or Cash benefits without the rightful owner's knowledge. If your benefits were stolen electronically between 10/1/2022 and 09/30/2024, you may be eligible to have those benefits replaced by DHHS.

### Will the state replace my stolen benefits?

Victims of stolen EBT card benefits may have the stolen benefits replaced, but each replacement is limited to **twice** your regular monthly allotment of benefits. Complete **Form 473 - Attestation and Verification of Electronic Stolen Benefits within 30 days of becoming aware of the theft** to determine if you are eligible for replacement benefits.

Please note: federal rules exclude the replacement of Pandemic-EBT benefits (P-EBT). Further, DHHS can only replace regular SNAP and cash benefits that were stolen electronically from your EBT card. If your cash benefits were stolen electronically from your bank account, you must work with your bank to replace them.

### How will I know if my request for benefits replacement is approved?

You will receive a Notice of Decision from us in writing within 10 days, explaining if your request was approved or denied. We will also let you know if we need more information. If you disagree with our decision, you have the right to appeal. You can also call 1-844-ASK DHHS (1-844-275-3447) to ask any questions or receive an update about the status of your claim.

### Will all of my stolen benefits be replaced?

The **maximum** amount you can receive in a single reimbursement is **twice** your regular monthly SNAP and/or cash allotment, even if the amount that was stolen was greater. You can also only receive two reimbursements in a federal fiscal year (October 1st – September 30th).

### Will my benefits be replaced if they were stolen before September 1, 2023?

You may be eligible for a replacement of food and/or cash benefits if your benefits were stolen on or after October 1, 2022. Benefits stolen before this date cannot be replaced. The deadline to submit your claim for benefits stolen between October 1, 2022 and September 1, 2023 is November 30, 2023. If your benefits were stolen on or after September 1, 2023, you must submit a **Form 473 - Attestation and Verification of Electronic Stolen Benefits** within 30 days of becoming aware of the theft.

### Do I have to file a police report to have my stolen benefits replaced?

No, you do not have to file a police report to be eligible for the replacement of your stolen EBT card benefits. However, we encourage you to file a police report as it may help DHHS and law enforcement officials prevent further benefit theft.

### Will my benefits be replaced if they were stolen by a close relative, friend, or someone else with whom I shared my EBT card?

This plan only covers benefit replacement due to electronic benefit theft. If your benefits were stolen by someone you know and to whom you willingly gave your card and PIN, benefits will not be replaced.

### **What should I do if I know who stole my benefits?**

Use the **Form 473 - Attestation and Verification of Electronic Stolen Benefits** to report the theft of your benefits. If you choose to file a police report, the information will be reported to DHHS. Contact your local police department to file a report if you know who may have stolen your benefits.

### **How will I be reimbursed for benefits stolen from my EBT card account?**

If you have already ordered a replacement EBT card, your replacement benefits will go on your new EBT card. If not, you must follow the steps below to order a new EBT card. All compromised cards must be replaced immediately upon a report of electronic stolen benefits:

1. Call EBT Customer Service at 1-888-997-9777, visit [ebtedge.com](http://ebtedge.com), use your [ebtEDGE](#) mobile app, or go to your local District Office.
2. A new card will be mailed to your mailing address within 10 business days. Please be sure that DHHS has your current contact information. You may also have your card sent to a local District Office if you need it faster. You will have to set up a new unique PIN when your card arrives. Once your EBT card is replaced, the old EBT card can never be used again. You must wait for the new EBT card to use your benefits.

### **Do I have a right to a Fair Hearing for a Denied Claim?**

You or someone representing you may request an Administrative Appeal if you are not satisfied with DHHS' decision to deny or delay the replacement of your lost benefits. Replacements will not be made while your appeal is pending. To request an Administrative Appeal, you can contact the Appeals Unit directly at 1-800-852-3345, extension 4292, or call the Customer Service Center at 844-ASK-DHHS.

You can also write your own letter to ask for an appeal. Send your written request to DHHS, Administrative Appeals Unit, 105 Pleasant Street, Concord, NH 03301-6521. You may represent yourself, have an attorney, or another person such as a relative or a friend to represent you at an Administrative Appeal.

DHHS will not pay for the cost of any legal services you may want. However, there are free and reduced cost legal services available in NH. For information on these services or a referral, please call New Hampshire Legal Aid at 1-800-639-5290.

### **Where can I get help for emergency food assistance?**

If you need emergency food assistance, there are [food pantries](#) across the state that can help. Food pantries provide emergency food assistance that you and your family may rely on until you regain access to your EBT benefits. You can also contact the [NH Food Bank](#) at 603-669-9725.