

Replacement of Electronically Stolen Benefits FAQ

Who is eligible to have EBT benefits reimbursed?

- Any household with SNAP benefits that have been electronically stolen are eligible to have their benefits reimbursed. **This replacement does not apply to any PEBT requests for electronic stolen benefits and is solely for SNAP, DSNAP, Emergency Allotment.**

How much can be reimbursed?

- Replacement amount must be whichever is least:
 - The amount of benefits stolen from the household or
 - The amount equal to 2 months of ongoing benefits of the household immediately prior to the date when the benefits were stolen.
- For Example: if a household reports that it lost \$100 on March 1, 2023, because of skimming, and their last allotment was issued on February 10, 2023, for \$250 (2 months of their last monthly allotment is equal to \$500) the household would receive \$100 in replacement benefits as it is the lesser of the two.
- If the same household reports that it lost \$600 on March 1, they would receive \$500 in replacement benefits.

Monthly Allotment	x	2	=	Threshold Amount
Stolen amount	<	Threshold	=	will only be reimbursed stolen amount
Stolen amount	≥	Threshold	=	will be reimbursed threshold amount

How many times can a case get benefits reimbursed?

- A household may only receive 2 replacements in a Federal Fiscal year, (October 1 -September 30).

What is the time frame for requesting reimbursement?

- The request for replacement must be received within 30 calendar days of when the household discovered the theft of the benefits.
- Retroactive requests for replacement of stolen benefits can be accepted back to 10/01/2022.

Can a client still get reimbursed if their card was stolen?


- No, this is only for electronically stolen benefits such as card skimming.

What is Card Skimming?

- Card Skimming: when devices are illegally installed on ATMs or point-of-sale (POS) terminals that capture card data or record SNAP customer EBT card PINs. Criminals can use the data

captured by skimming or other means to create fake EBT cards (card cloning) and then use those to steal from customer EBT card accounts.

How can I check my EBT card balance or transaction information?

- You can check your EBT card balance and transaction information through multiple methods;
 - Call the Human Service Department Consolidated Custom Service Line at 1-800-283-4465
 - Call the FIS cardholder service line at 1-800-843-8303
 - Download the ebtEDGE mobile app (**Please inform clients that the correct ebtEDGE app logo is the egg**)

 - Go online at www.ebtedge.com

How can I protect the benefits on my EBT card?

- Do not write your PIN number on your EBT card.
- Do not reveal your PIN number to others.
- Do not use easy or common PIN numbers EX: 1234, 1111, 2222.
- Change your pin often.
- Check your transaction history often.
- Enter a security code
 - The security code should be numerical and must be verified every time you request information or any actions as it relates to your EBT card or EBT account
- Block internet transactions via the ebtEDGE mobile app or www.ebtedge.com
 - This feature will block all internet transactions on your card and can be turned on and off in the app or webpage as often as needed.
- Block out of state transactions in the ebtEDGE mobile app or www.ebtedge.com
 - This feature will block your card from being used outside the state of New Mexico. This feature can be turned on and off in the app or webpage as often as needed.
- Freeze your EBT card.
 - This feature will not allow any purchases using your card until the card is unfrozen. This feature can be turned on and off in the ebtEDGE app or through www.ebtedge.com as often as needed.