

**Policy Clarifications -  
Cash Assistance - All  
SNAP  
PCA15799180  
PFS15799580**

**Submitted: 05/26/11**

**Agency: CAOs**

**Citations:**

**Subject: Multiple EBT Card Replacement Requests**

Can the CAO close or take any other action on cash and SNAP benefits when a recipient makes repeated requests for EBT card replacements?

---

**Response By: Division of Welfare Reform Initiatives**

**Date:05/31/11**

There is no provision in policy to close benefits when a recipient makes multiple requests for EBT card replacements. However, there is a process that will allow the CAO to make a referral for an OIG field investigation of questionable situations.

[SNAPH 580.642](#) currently states that an OIG referral can be made when:

- The recipient asks for and receives more than one replacement for lost, stolen or damaged cards in one month; or
- The recipient asks for and receives more than four replacements for lost, stolen or damaged cards in six months.

This SNAP process is now expanded to apply to the TANF and GA programs.

[SNAPH 580.642](#) also states that the “card replacement form” in SNAPH 580, Appendix A will be sent to OIG.

Effective the date of this policy clarification, referrals for OIG investigation of multiple EBT card replacement requests will be made via the OIG 12 (available on DocuShare). The CAO will follow the instructions in the April 2010 OIG Field Investigation and Referral Process, currently found in [CAH 178, Appendix D](#).

Cash and SNAP Handbooks will be updated with this information.