

Policy Clarification

SNAP – All

PFS-21295-580

Submitted: March 10, 2023

Agency: CAOs

Subject: Replacement Electronic Benefit Transfer (EBT) Cards

Question: We have a client requesting a replacement EBT card because their current EBT card is completely unreadable. The lettering and numbers have faded off as the card was continually being used and it now can no longer be read when the client takes it to the supermarket. Can we treat this as a replacement for a damaged card and issue a replacement in the County Assistance Office (CAO), provided identity has been properly verified?

Response By: Division of Federal Programs

Date: March 31, 2023

Yes. If the lettering has been worn off of the card and it can no longer be scanned by EBT retailers and the client is in the CAO to request a replacement, the CAO can treat the card as damaged and issue a new card locally at the CAO. Before issuing the replacement, the CAO should follow proper procedure to verify the identity of the client.