

Revised Policy Clarification
Supplemental Nutrition Assistance Program (SNAP)
SUN Bucks (S-EBT) – Expungements
All – PFS-22001-503

Submitted: **December 15, 2025**
December 12, 2024

Agency: CAOs

Subject: **Revised** Expungement of SUN Bucks Benefits and When to Reissue

Question: A parent contacts us because they did not receive their SUN Bucks card before the benefit was expunged. Can we reissue the SUN Bucks?

Response By: DFPPM SUN Bucks Policy

Date: December 20, 2024

Yes, in certain situations. As explained in SUN Bucks [Operations Memorandum ~~24-07-08~~ 25-07-01](#) beginning on page 8, SUN Bucks benefits will expunge from accounts in the Electronic Payment Processing and Information Control after four months (122 days). In some circumstances, the recipient household will not have received the card before the expungement or with enough time to use the SUN Bucks benefit before expungement.

The United States Department of Agriculture's Food and Nutrition Service has indicated that parents must have the opportunity to use the SUN Bucks benefits for which their child was eligible.

In cases where the household is stating that they did not receive the SUN Bucks card before the SUN Bucks benefit was expunged, the benefits may be reissued by One-Time Issue (OTI) to the SUN Bucks card. For example, the SUN Bucks benefit originally loaded to a SUN Buck card on August 24-7, 2024-2025. The household contacts the County Assistance Office (CAO) that they never received the card, and a replacement is sent on December 17, 2024-2025. It is unlikely that the household will receive the SUN Bucks card and be able to use the benefits before they are expunged. The household should contact the CAO when the card is received and then the CAO

should confirm benefits were expunged, the amount expunged and request an OTI for that amount to the SUN Bucks card **using the [SUN Bucks OTI Tracker](#)**.

In other cases, households may receive the SUN Bucks card but not have a reasonable amount of time to use the benefit. For the purposes of ~~2024-2025~~ SUN Bucks, a reasonable amount of time is 30 days. For example, the SUN Bucks household received the replacement card on December 8, ~~2024-2025~~, and was able to activate and check the balance but unable to go to the store and benefits expunged on December 21, ~~2024-2025~~. The household should contact the CAO to request replacement of benefits that were not able to be used before the expungement occurred.

Similarly, in situations where the household lost the Sun Bucks card and a replacement was requested before benefits were expunged, but the card arrived after they expunged, the CAO may request an OTI for the amount of funds expunged.

However, in a situation where the household clearly had the opportunity to use the benefits and did not, the benefits may not be reissued. For example, the SUN Bucks were issued on August 19-7, ~~2024-2025~~, and the household received their SUN Bucks card in ~~early September~~ **late August**. After activating the card and successfully making a \$5.00 purchase, the household set the card aside to save to use to buy food around the holidays. The household then checks the balance before going to the grocery store on December 23, ~~2024-2025~~ and sees the benefit is expunged and contacts the CAO. In this example, the household is not eligible for a SUN Bucks reissuance as they had the opportunity to access the benefits and did not.

If a household contacts the CAO or Customer Service Center to request a reissuance, the information and reason for issuing the OTI should be noted in the narrative if there is an available case for the household.

If there are any questions about this process or whether an OTI should be issued in other scenarios, please email RA-PWSUNBUCKSPOLICY@pa.gov.

As a reminder, SUN Bucks OTIs are not processed in the Electronic Client Information System and instead follow the [SUN Bucks OTI Tracker](#) process.