

**Revised Policy Clarification**  
**Supplemental Nutrition Assistance Program (SNAP) -**  
**All**  
**PFS-21992-503**

Submitted: **December 30, 2024**  
December 16, 2024

Agency: CAOs

Subject: **Revised** End of the Supplemental Nutrition Assistance Program (SNAP) Electronic Theft Reimbursement Process

Question: Regarding the reimbursement of electronically stolen SNAP benefits, what do we do now that the authorization has ended?

- 1) Are benefits stolen prior to December 21, 2024, still eligible for reimbursement?
- 2) What about the claims that are still pending?
- 3) What if a recipient reports a card physically lost or stolen?
- 4) What do we do if we discover a PA 1984 that the household submitted to the County Assistance Office (CAO) for a theft prior to December 21, 2024, when the CAO failed to submit it timely?
- 5) Do we continue to replace Electronic Benefit Transfer (EBT) cards if a client reports that their benefits were stolen?
- 6) What about Cash theft claims?
- 7) **Should we continue to send vendor disputes to the Reissuance resource account?**

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Response By: DFPPM

Date: December 16, 2024

- 1) Benefits stolen via card skimming, cloning and similar electronic fraudulent means are eligible for reimbursement if the date of theft is prior to December 21, 2024 (see OPS 23-07-01 for the complete eligibility period).
- 2) The claims that are still pending will continue to be reviewed for validation by the review team. CAOs will continue to issue manual notices and One-Time Issues as instructed by the review team for thefts that took place on or before December 20, 2024.
- 3) If a recipient reports that their card is physically lost or stolen, a new card should be issued to the household. The fee is not waived in this case. An exception to a centrally mailed card can be made if the household provides a police report.

**NOTE:** This does not change the policy for emergency situations detailed in the EBT Procedures Manual. This just clarifies that if a police report is provided, the Executive Director or their designate does not need to grant approval for an emergency request.

- 4) If the CAO discovers that the household submitted a PA 1984 for a theft prior to December 21, 2024, that was not submitted to the resource account for review, they should submit it to the resource account and advise the review team of the date it was received in the CAO.
- 5) Yes, the CAO should continue to replace EBT cards if the household reports that benefits were stolen. If the household reports a theft due to electronic fraud and theft, the card should be replaced with the fee waived.
- 6) The Consolidated Appropriations Act, 2023 and the Continuing Appropriations and Extensions Act of 2025 only authorized the Department of Human Services to review and reimburse claims of electronic SNAP theft. CAOs should continue to follow local management instructions in logging claims of electronic Cash theft.
- 7) **No. Vendor disputes should not be sent to the Reissuance resource account as there is nothing that the Office of Income Maintenance can do to influence these situations and they are not situations of electronic benefit theft. Clients must continue to work with the EBT vendor to resolve these situations.**