



LEGAL AID
OF NORTH CAROLINA

FOOD STAMP BENEFITS STOLEN?

A new EBT card scam has data thieves stealing information on EBT cards.

Scammers are skimming and cloning EBT cards and are stealing benefits from Food Stamp (FNS) recipients in North Carolina.



STOLEN BENEFITS CAN NOW BE
REPLACED!



Act Now. Beginning August 28, 2023, certain Food and Nutrition Services (FNS) benefits can receive replacement for benefits stolen between October 1, 2022 through September 30, 2024 through card skimming, card cloning, and other similar fraudulent methods.

Check out the Q&A on the back to learn more about your rights and how to request replacement benefits.

Tips to Protect Your Information

Check your EBT account regularly for unauthorized charges.

Change the PIN to the EBT card regularly, using a new number each time.

Select a "difficult" PIN.

Regularly check card reading machines for skimming devices.

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FOOD STAMP THEFT Q&A

Were your EBT benefits/Food Stamps stolen from October 01, 2022 through August 25, 2023?

If you reported your stolen EBT benefits/Food Stamps during those dates to the EBT Call Center, you should have received a notice, a cover letter, and a blank affidavit. You must submit that affidavit by September 27, 2023 to your local DSS by one of the methods explained below.

What is an affidavit?

An affidavit is a voluntary sworn statement made under oath, which will be used as verification that you are telling the truth regarding stolen EBT/Food Stamp benefits.

Did you discover the theft during that same time (October 01, 2022 - August 25, 2023) but didn't report to the EBT call center?

You must also submit a signed affidavit by September 27, 2023.

Did you discover the theft from August 26, 2023 - September 30, 2024?

You have 30 days to file an affidavit from the date of discovery.

How do I file a claim?

An affidavit will need to be filed out which you sign and submit via mail, fax, in person, or over the phone with a telephonic signature with your local DSS.

North Carolina has 30 days to look over your affidavit and approve/deny. If the affidavit is denied you have the right to a hearing. Notices will be sent through NC FAST.

How much will I get back?

You may not get back all of the benefits that were stolen. The replacement benefit will be the lesser of the amount stolen from the household or the amount equal to two months of the monthly allotment of the household immediately prior to the date on which the benefits were stolen.

How many times can I submit a claim?

You can only ask for your benefits to be replaced two times in a federal fiscal year, which is October 1st - September 30th.

What benefits can be replaced?

The following benefits can be replaced: regular Food and Nutrition Services, simplified nutritional assistance program (SNAP), Disaster Supplemental Nutrition Assistance Program (D-SNAP), and Emergency Allotments (EA). However, Pandemic-Electronic Benefits Transfer (P-EBT) benefits cannot be replaced.



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