

December 31, 2018

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

EXECUTIVE SUMMARY

ALL COUNTY LETTER NO. 18-148

The purpose of this All County Letter (ACL) is to give county welfare departments (CWDs) revised direction on the prompt restoration of EBT cash benefits that are lost to electronic theft by skimming or scams. As technology evolves so do the ways people will attempt to defraud the neediest of our residents. While the CDSS is familiar with the act of skimming, scamming is a new crime that has surfaced in the EBT community.



STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
744 P Street • Sacramento, CA 95814 • www.cdss.ca.gov



EDMUND G. BROWN JR.
GOVERNOR

December 31, 2018

ALL COUNTY LETTER (ACL) NO. 18-148

TO: ALL COUNTY WELFARE DIRECTORS
ALL COUNTY CALWORKS PROGRAM SPECIALISTS
ALL COUNTY DISTRICT ATTORNEYS
ALL COUNTY EBT COORDINATORS
ALL COUNTY SPECIAL INVESTIGATION UNITS (SIU)
ALL CONSORTIA PROJECT MANAGERS
ALL COUNTY REFUGEE CASH ASSISTANCE (RCA) PROGRAM
COORDINATORS
ALL COUNTY CASH ASSISTANCE FOR IMMIGRANTS (CAPI)
PROGRAM SPECIALISTS

SUBJECT: **ELECTRONIC BENEFIT TRANSFER (EBT) SKIMMING AND
SCAMS AND MASS REPLACEMENT**

REFERENCE: [ASSEMBLY BILL \(AB\) 2035 \(2012\)](#); [ASSEMBLY BILL 2313 \(2018\)](#);
[WELFARE AND INSTITUTIONS CODE SECTION 10072](#); [ALL
COUNTY LETTER \(ACL\) NO. 13-67 DATED AUGUST 30, 2013](#);
[ALL COUNTY WELFARE DIRECTORS LETTER DATED
DECEMBER 31, 2012](#); MANUAL OF POLICIES AND
PROCEDURES (MPP) SECTIONS [16-705.4](#), [44-352.421](#), [20-003.1](#)

The purpose of this All County Letter (ACL) is to give county welfare departments (CWDs) revised direction on the prompt restoration of EBT cash benefits that are lost to electronic theft by skimming or scams. As technology evolves so do the ways people will attempt to defraud the neediest of our residents. While the CDSS is familiar with the act of skimming, scamming is a new crime that has surfaced in the EBT community.

Background

Legislation

Chapter 319, Statutes of 2012 (AB 2035, Bradford) authorized certain reimbursements for benefits lost due to skimming. Chapter 712, Statutes of 2018 (AB 2313, Stone) (1) explicitly extends the reimbursements to scams in which recipients mistakenly give up their personal identification number (PIN) to an unauthorized third party and (2) limits such reimbursements to once in any thirty-six-month period. This ACL implements the changes associated with AB 2313.

All cash assistance programs that use the EBT system to issue benefits are subject to the requirements stipulated in the AB 2035 and AB 2313 statute and Welfare and Institutions Code section 10072. Those cash programs currently include: California Work Opportunity and Responsibility to Kids (CalWORKs) and all Welfare to Work supportive services, Refugee Cash Assistance (RCA), Cash Assistance Program for Immigrants (CAPI) and county administered General Assistance/General Relief (GA/GR) in counties that chose to distribute GA/GR using EBT.

AB 2035 and AB 2313 repayments are reimbursed using 100% percent State General Fund dollars. However, GA/GR benefits are county funded and are not eligible for reimbursement using State General Fund dollars.

The AB 2035 and AB 2313 statute does not apply to food benefits issued via the CalFresh and California Food Assistance Program (CFAP). If a recipient believes that their CalFresh or CFAP benefits have been stolen as a result of electronic theft, they are to call the California EBT Customer Service Helpline to report the stolen benefits and file a dispute claim.

Skimming and Scamming

Skimming involves the use of electronic equipment to capture a recipient's EBT card information without the recipient's knowledge. Perpetrators then create a counterfeit card and steal the recipient's benefits. The equipment used to capture the recipient's card information can be installed on ATMs or third-party point of sale devices.

Scams involve deceiving or misleading a recipient to unwittingly give their account information that is then used to create a counterfeit card and steal recipient's benefits. The most recent scams involve text messaging. Recipients receive a text message that appears legitimate. The messages may threaten to withhold benefits, indicate a problem with the recipient's benefits, or promise recipients increased benefits. The message provides recipients with a number to call, which may or may not be the same as the text number. When recipients call the number, they are greeted by an automated answering voice that often sounds identical to the legitimate EBT customer service automated response unit (ARU). It asks the recipient to enter their account number and PIN, and then hangs up on the recipient. Often, the recipient's benefits are taken from their account within a couple hours of the phone call. However, there have been times when benefits were taken well after the scam and closer to when recipients receive their monthly distribution. With the passage of time between the scam message and benefits

being taken, recipients that are not aware of the scam may not associate the text message with the loss of their benefits.

Telephone calls have also been reported following the same process except using a recorded voice instructing the recipient to call a number. Other telephone calls have involved a live person identifying themselves as from EBT, requesting information and instructing the recipient their case worker will be contacting them.

Electronic Theft – Reporting Process

The process for filing claims remains generally the same. The only change in the electronic theft reimbursement from ACL 13-67 is that CWDs:

- Must use the revised EBT 2259, and it must be signed by a supervisor or above.
- Must scan and email the EBT 2259 to CDSSEBT@dss.ca.gov after the claim has been denied or approved by the CWD.
- Must scan and email the EBT 2259A, the scamming acknowledgement form, if applicable, to CDSSEBT@dss.ca.gov after the claim has been denied or approved by the CWD.

Once again, the revised EBT 2259 and new EBT 2259A form must be filled out completely then scanned and emailed to CDSSEBT@dss.ca.gov. Failure to provide a completed form may delay your CWD reimbursement for the electronic theft payment from CDSS.

There are two ways recipients will report the electronic theft:

1. Recipients contact the California EBT Customer Service Helpline, which will explain the reporting process and refer recipients to their CWD for additional information and submission of the EBT 2259 (Attachment 1). The Customer Service Representative (CSR) will provide a Dispute Claim Number to recipients. The CSR will deactivate the recipient's EBT card and issue a new card. The CSR will direct recipients to take their EBT card used in the theft to their CWD.

OR

2. Recipients contact the CWD directly. The CWD staff will explain the electronic theft reporting process to recipients, provide the EBT 2259 form, and inform recipients to contact the EBT Customer Service Helpline to report the stolen benefits and file a cash dispute claim. The CWD staff will deactivate the recipient's EBT card and issue a new card. The CWD staff will read through the EBT 2259A for scammed recipients informing them to never give out their EBT

card number and PIN to anyone; and that state, county and federal government will never ask for their PIN. The CWDs will also inform recipients that scamming claims will be reimbursed only once in a 36-month period.

Completing the Electronic Theft of Cash Aid Report (EBT 2259)

The EBT 2259 shall be filled out by recipients and CWDs to report claims of electronic theft. The form must be filled out completely and contain the recipient's signature and date the form was completed (see Attachment 1). The EBT 2259 includes an instruction page to assist recipients and CWDs in completing the form, as well as information about protecting their EBT card and PIN.

Recipients are required to file a report with the local law enforcement agency, unless there is good cause. If recipients do file a police report, they are required to write the police report number on the EBT 2259. A temporary police report number is also acceptable on the EBT 2259. However, recipients are not required to attach a copy of the police report to the EBT 2259.

The CWD staff may have to assist recipients in completing the EBT 2259, including how to file a police report. This may include providing information about the location of the local law enforcement agency, providing the local non-emergency police telephone number, and how to file a police report online, if available. The CWDs may provide a telephone for recipients use to call the police department or the Customer Service Helpline.

Upon receipt of the EBT 2259, CWD staff shall review it to ensure recipients have provided complete information. If the form alleges a scam, the CWD will determine if the information provided is consistent with typical scamming practices. Typical scamming practices include, but are not limited to:

- Recipient lives in one city and benefits are stolen in another city
- There may be numerous ARU calls to check the balance of cash accounts before benefits are stolen
- Scammed cash benefits are stolen in large withdrawals or two or three large withdrawals
- All of the cash benefits are stolen
- ATM benefits are usually stolen between the hours of midnight to six a.m.
- There may be a PIN change before the benefits are stolen

If the claim is not consistent with typical scamming practices, the claim should be considered for further review.

The CWD staff shall email CDSSEBT@dss.ca.gov containing the recipient's name and State Unique Identifier (SUID) to verify the recipient has not filed a scam claim in the past 36-months. The CWD will also review the EBT 2259 with the recipient and, if provided by the recipient, the police report. If necessary, CWD staff should ask questions regarding the recipient's stolen benefits claim in order to complete the EBT 2259. CWD staff will also review the recipient's file to see if they have had any other EBT 2259 filings within the last year and take appropriate actions (please see pages eight and nine of this ACL, Program Integrity, Referrals for Investigation). All EBT 2259 filings must be tracked to meet these referral requirements.

IMPORTANT: It is the CWDs responsibility to verify that a recipient's benefits have not previously been restored as the result of a scam within the preceding 36-months. Until scam tracking modifications are implemented in the EBT system, CDSS EBT will be tracking all scam claims. Please email CDSSEBT@dss.ca.gov with the recipient's name and SUID for verification of the 36-month time limit.

The recipient not being in possession of the EBT card used in skimming is not sufficient reason to deny the recipient's claim.

Good Cause (Police Report Filing)

The following are examples of good cause for not filing a police report:

- The police department is not taking reports for identity theft and/or financial fraud.
- The police report form is not available in the recipient's native language and the police department does not have non-English speaking interpretive services.
- There is a fee to file a police report.
- The police department fails to provide disability accommodations.
- The recipient is required to file a police report in person and one of the following applies:
 - The recipient does not have transportation;
 - The recipient does not have money for gas, parking or a bus pass;
 - The recipient's participation in welfare-to-work or work activities would be impacted if they were required to submit an in-person report.

Changes to the EBT 2259

The EBT 2259 form has been updated to include information related to scams. Revisions in the EBT 2259 form and instructions include:

- County worker signature and information
- Supervisor or above signature and information
- The EBT 2259 form must be filled out completely
- The completed EBT 2259 and EBT 2259A form must be scanned and emailed to CDSSEBT@dss.ca.gov **after** the claim has been approved or denied by the CWDs.

Form EBT 2259A (New)

Because reimbursement for scams may only occur once in a 36-month period, the CDSS is including an acknowledgment form for the recipient or person reporting the incident to read, initial and sign. The purpose of the EBT 2259A is to educate EBT recipients on protecting personally identifiable information and reaffirming that recipients are responsible for protecting their personally identifiable information. If English is not the recipient's primary language, translation services shall be provided by the CWD. CWDs must review the EBT Scamming Acknowledgement EBT 2259A (Attachment 2) with each recipient ensuring recipients sign the EBT Scam Acknowledgement EBT 2259A indicating they understand that scamming claims can only be reimbursed one-time in a 36-month period.

Scamming Reimbursement

The revised EBT 2259 and EBT Scamming Acknowledgement EBT 2259A must be filled out completely, signed by a supervisor or above and sent via email to CDSSEBT@dss.ca.gov. Failure to provide completed forms may delay the CWDs reimbursement for the electronic theft reimbursement.

Recipient Timeframe for Filing a Scam Claim

The recipient should report the theft as soon as it occurs. However, claims are subject to the 90 calendar day time frame for recipient-initiated cash adjustments set forth under EBT regulation (MPP section 16-705.4). Therefore, the recipient must contact the CWD, Customer Service Helpline, and complete an EBT 2259 within 90 calendar days from the date of the electronic theft transaction in order to be eligible for a repayment.

Scam Payment Process

Upon receipt of a completed EBT 2259, CWD staff have ten business days to issue repayment. For exceptions to this timeframe, see page eight under Referrals for Investigation in this ACL. This reimbursement will not be counted as income or property in the month paid or in the next month.

After receiving a completed EBT 2259 from the recipient, and before issuing the repayment, the CWD staff shall check the ebtEDGE system each work day to determine if the cash dispute claim has been denied or approved by the State EBT Vendor. The State EBT Vendor has 25 calendar days from receipt of a cash dispute claim to issue an approval or denial of that claim. The ebtEDGE system provides EBT transaction activity for individual cases. Also, CWD staff may check the Statewide Automated Reconciliation System (SARS) "Claim Activity Report." This report lists the status of the State EBT Vendor cash dispute claims (i.e. new, approved, or denied).

- Cash dispute claim approved: If the cash dispute claim has been approved by the State EBT Vendor, the CWD shall not issue the electronic theft repayment, as the recipient has already been reimbursed by the State EBT Vendor. If a claim is approved, the recipient will receive an automated phone call from the State EBT Vendor that their EBT account has been credited.
- Cash dispute claim denied before ten business days: If the claim is denied by the State EBT Vendor before the tenth business day after the CWD has received the completed EBT 2259, the CWD shall, if applicable, issue the electronic theft repayment immediately.

Note: In most instances, the State EBT Vendor denies electronic theft claims when it appears that a legitimate EBT card and PIN were used and the EBT system was performing normally during the time of the transaction. **The State EBT Vendor only investigates and makes benefit adjustments for errors in the EBT system. The vendor does not investigate or make determinations about electronic theft transactions.**

- No cash dispute resolution within ten business days: If the claim has not been approved or denied by the State EBT Vendor within ten business days from the date the CWD has received the completed EBT 2259, the CWD shall, if applicable, issue the electronic theft repayment no later than the tenth business day.

Overpayments

The CWDs must continue to check ebtEDGE or SARS for 25 calendar days from the date of the cash dispute claim to verify whether the State EBT Vendor has approved or denied the recipient's cash dispute claim. If the cash dispute claim is approved after a CWD has issued the electronic theft repayment, the second cash issuance is an overpayment. The county will need to establish the overpayment, issue a Notice of Action (NOA), and begin collection of the ineligible amount in accordance with MPP section 44- 352.421. This shall be treated as an administrative error overpayment. In addition, an EBT recipient can voluntarily elect to reimburse all or a portion of the overpaid funds to the CWD in a lump sum (i.e. Voluntary Cash Recovery) in accordance with MPP section 44-351.

An overpayment cannot be avoided if the electronic theft repayment is made before the EBT Vendor approves the cash dispute claim, as EBT rules do not allow the State EBT Vendor to stop the payment from being applied to the recipient's EBT account. However, it is anticipated these types of overpayments will rarely occur.

Program Integrity for Skimming and Scams

The EBT 2259 for Electronic Theft, will require a case worker signature and phone number as well as a CWD supervisor or above signature, phone number, and title.

After approval or denial by the CWD, all EBT 2259s and EBT 2259As must be scanned and sent via email to CDSSEBT@dss.ca.gov. If the reimbursement forms are incomplete, they will be returned to email of origin for completion and could result in a delay of reimbursement by the CDSS until completed forms are received. The approval or denial of the EBT 2259 must be indicated on the EBT 2259 before sending to the CDSS EBT email as CDSS EBT will be tracking all electronic theft claims.

Though not required, it is important that the CWDs develop a process to track electronic theft payments for both skimming and scam victims. The tracking process supports CWDs in identifying patterns for skimming and scam activities.

Referrals for Investigation

A referral for investigation shall be made when the CWD staff determines that based upon an observation of conditions, knowledge of the case, or other sources of information, provide reason to suspect that fraud exists or has been attempted (MPP section 20-003.1). One potential reason to suspect fraud would be that the alleged theft withdrawal was not consistent with any of the typical scamming practices noted on page four.

Additionally, dollar and frequency thresholds have been established to determine when to make a referral for investigation.

- The CWD staff is required to make a referral for investigation when the following occurs:
 - An electronic theft claim is equal to or exceeds \$1,000 and the claim amount is over the Maximum Aid Payment (MAP) for the assistance unit.
- Or
- More than one electronic theft skimming approved claim has been processed during a six-month period.
- Or
- More than one electronic theft skimming report has been processed during a six-month period.
- The CWD shall make a referral for investigation and pend the electronic theft repayment for up to 25 calendar days, as follows:
 - When three or more electronic theft claims are filed within a 12- month period.

Note: If the Special Investigative Unit (SIU) determines an investigation will not be initiated, the electronic theft repayment will be issued immediately but no later than 25 calendar days from receipt of the completed EBT 2259.

- If the electronic theft repayment is pended and the SIU determines an investigation will be initiated, CWD staff will monitor the status of the investigation and:
 - If the investigation is completed within 25 calendar days and the claim is determined to be fraudulent, an electronic theft repayment will not be issued.
 - If the investigation is completed within 25 calendar days and the SIU determines that fraud did not occur, the electronic theft repayment shall be issued immediately upon completion of the investigation, but no later than the 25th day.
 - If the investigation is not completed within 25 calendar days, the electronic theft repayment must be issued by the 25th day, while the investigation is still ongoing.
 - If the investigation results show evidence of fraud, the CWD shall pursue appropriate prosecutorial or administrative actions, pursuant to Title 7 Code of Federal Regulations (CFR), Section 273.16(a).

These thresholds do not preclude the CWDs and/or SIUs from using other information or criteria to determine necessity for an investigative referral, especially if the theft withdrawal was near the recipient's residence and does not appear to be part of a broader effort to trick recipients into revealing their EBT PIN.

High Dollar Claims

An electronic theft reimbursement that is equal to or exceeds \$2,000 requires a review and/or investigation of the case. CWDs are not required to issue the electronic theft

repayment until case specific facts have been gathered, allowing time for the CWD to make an informed determination of whether to approve or deny the claim.

The county should issue the repayment immediately if the review or investigation determines the repayment is appropriate. The review of these claims should be given priority, referred for investigation if necessary and completed as soon as administratively possible.

Camera-Ready Copies and Translations

For camera-ready copies in English, contact the Forms Management Unit at fmudss@dss.ca.gov. If your office has internet access you may obtain this form from the CDSS webpage at: <http://www.cdss.ca.gov/inforesources/Forms-Brochures>.

When translations are completed per MPP Section 21-115.2, including Spanish form, they are posted on our website. Copies of the translated forms can be obtained at: <http://www.cdss.ca.gov/inforesources/Translated-Forms-and-Publications>.

For questions on translated materials, please contact Language Services at (916) 651-8876. Until translations are available, recipients who have elected to receive materials in languages other than English should be sent the English version of the form or notice along with the *GEN 1365-Notice of Language Services* and a local contact.

The CWDs shall ensure that effective bilingual services are provided. This requirement may be met through utilization of paid interpreters, qualified bilingual employees, and qualified employees of other agencies or community resources. These services shall be provided free of charge to the applicant/recipient.

In the event that CDSS does not provide translations of a form, it is the county's responsibility to provide the translation if an applicant or recipient requests it. More information regarding translations can be found in MPP Section 21-115.

Notice of Action Forms

Four NOA forms have been revised for electronic theft cases (WIC 10072). The revisions include changing reference from the bill number(s) to Welfare & Institution Codes, and inclusion of the 36-month time limit for scam claims.

- The first notice, EBT Replacement Approval, shall be used when an electronic theft repayment is approved (WI 10072A).
- The second notice, EBT Replacement Denial, shall be used when an electronic theft repayment is denied (M44-350K).
- The third notice, Notice of Overpayment, shall be used when an electronic theft overpayment occurs (M44-350L).
- The fourth notice, EBT Replacement Review, shall be for a delayed electronic theft claim repayment pending county review (WI 10072B). (See Attachment 3.)

EBT Benefit Type Code

An EBT benefit type code has been established for electronic theft and shall be used when issuing repayments. Please use this benefit code until a scam code is available.

Benefit Type Name: Electronic Theft Replacement Cash Benefits (ETRCB)

Benefit Type Code: ETRCB

Aid Code: No state issued aid code

Electronic theft by scam can only be reimbursed once in a 36-month period. If the CWD does reimburse an electronic theft by scam claim more than once in a 36-month period, the state will not reimburse the CWD.

CWDs are responsible for verifying that a claimant has not filed an electronic theft scam claim in the preceding 36 months.

Electronic theft repayments shall be issued through Statewide Automated Welfare System (SAWS). The electronic theft repayment must not be issued using the original aid code.

Fiscal Claiming Instructions

CFL 13/14-38 remains to be the guiding document for electronic theft payment claiming instructions. Updated claiming instructions with the inclusion of scams to electronic theft, will be released under separate cover.

Security Breaches

WIC 10072(4)(A) authorizes the CDSS to issue mass reimbursements to recipients for the loss of cash benefits if the department finds the benefits of multiple recipients were taken by an unauthorized withdrawal, removal, or use of benefits in which the recipients' electronic benefits transfer card numbers or PINs were obtained by means of a data breach.

In these isolated situations, the CDSS will immediately contact the county and consortia staff and provide further instructions. Affected recipients will be notified that their benefits have been restored.

CDSS Contact

For questions regarding this ACL, please contact the EBT Unit at (916) 654-2125 or email to: CDSSEBT@dss.ca.gov.

Sincerely,

Original Document Signed By:

TODD R. BLAND
Assistant Director, California Department of Social Services
Automation, Integrity, and Client Initiatives Branch

Attachments

REPORT OF ELECTRONIC THEFT OF CASH AID

Instructions: Fill out this form completely and return it to your county worker.

INSTRUCTIONS TO REPORT ELECTRONIC THEFT OF CASH AID:

If you think you are a victim of electronic theft of your Electronic Benefit Transfer (EBT) cash aid benefits, call the toll-free California EBT Customer Service number.

- EBT Customer Service is open 24 hours a day, 7 days a week: **1-877-328-9677**
- **TTY: 1-800-735-2929 (Telecommunications Relay Service for Hearing/Speech Impaired)**

You may get your EBT cash aid benefits replaced if:

- You had your EBT card with you when cash aid benefits were stolen from your EBT account.
- You still retain the EBT card used in the electronic theft and you give it to your county welfare department.
- You called the California EBT Customer Service Helpline and reported your lost cash benefits to an EBT Customer Service Representative. Customer Service will give you a dispute claim number. Write this number on the Report of Electronic Theft of Cash Aid form EBT 2259.
- You file a police report about your stolen cash aid benefits.
- You completely fill out the EBT 2259 and give it to your county worker.
- You write the police report number on the EBT 2259 or tell the county worker why you could not file a police report.
- You have the EBT card used in the theft with you when cash aid benefits were stolen from your EBT account and you knowingly provided your EBT card number and personal identification number (PIN) to an unauthorized 3rd party that you believed in to be the contracted EBT vendor, an approved retailer or a government entity, but not more than one time in a 36-month period. This is known informally as a scam.

Instructions for filing a police report:

- Contact your local city or county police department. **DO NOT CALL 911.** Look for a non-emergency phone number for the police department.
- You may be able to file a police report by phone, in person, or on the police department's website. Check your local police department for how to file a report. The police report will have a file number. Keep a copy of this number. You need to write it on the EBT 2259.
- You can waive the police report filing if you have good cause. Please call your county worker and explain your good cause for not filing a police report, so a good cause review can be made.
- **Report of EBT electronic theft and any future claims may be referred for investigation.**

EBT cash aid benefits cannot be replaced if:

- You do not turn in a completed EBT 2259 within 90 calendar days from the date of the electronic theft transaction.
- Your EBT card has been **lost or stolen**.
- You gave your EBT card number and personal identification number to someone you know and your benefits were stolen by them.

Please call your county worker or go to your local county welfare office if you have questions or need help filling out the EBT 2259.

ELECTRONIC BENEFIT TRANSFER (EBT) IMPORTANT INFORMATION

- If your EBT card was lost/stolen report it immediately to **EBT Customer Service at 1-877-328-9677**, so they can cancel your card and give you a new one.
- Electronic theft is a form of identity theft. Keep your EBT card and Personal Identification Number (PIN) safe! Keep your PIN secret!
- The County, State, and Federal Government will never ask you for your PIN.
- The EBT vendor, grocery store, farmers' market or any cashier or manager will never ask you for your PIN.
- If someone asks for your PIN, they are trying to steal your benefits. Do not give them your PIN!
- Do not carry your social security number (SSN) with you.
- **NEVER** enter your PIN if you think someone is watching you. Someone might steal your EBT benefits if they know your EBT card number and PIN.
- Cover the EBT machine's keypad with your hand when entering your PIN.
- **NEVER** tell your PIN to a store clerk, even if they ask for it. If you need help using your card, you may want to consider having someone you can trust listed as your authorized representative. Contact your county worker to set this up.
- You can change your PIN anytime by calling **EBT Customer Service at 1-877-328-9677** or by going into your local county welfare office.
- Your PIN number should not be 1234, 1111 or 0000. These PINs are easy for thieves to guess.
- If you have other EBT cardholders in your household remind them to keep their EBT cards and PINs safe too. Someone who knows your card number, SSN, and your date of birth may be able to change your PIN.
- If your EBT card does not work, do not continue to swipe your card through the EBT machine. This is how some electronic theft occurs.
- Whenever possible, do not shop at a store you believe may be stealing your information or benefits.
- **DO NOT** use your EBT card at an ATM or EBT machine that looks like it has been damaged or tampered with, it may be stealing your EBT card information and PIN.
- If you no longer want to use EBT for your cash benefits, you can have them directly deposited into your bank account. Contact your county worker or local county welfare office to get more information.
- Please report any suspicious EBT activity to the fraud hotline at: **1-800-344-8477**.

RECIPIENT INFORMATION

Last Name:	First Name:	Middle Initial:	EBT Card Number:	
Address (Street or P.O. Box):		City:	State:	Zip:
Phone Number:		Email Address:		

INCIDENT INFORMATION

I believe my cash aid benefits were stolen by:		
Skimming: The use of electronic equipment to take your information <u>without your knowledge</u> . Scamming: Falsely convincing you to give your EBT and/or personal information to someone else.	I was scammed <input type="checkbox"/> <i>If checked, please complete EBT 2259A.</i>	My card was skimmed <input type="checkbox"/>
I have had my EBT card with me at all times:	Yes <input type="checkbox"/>	No <input type="checkbox"/>
I last used my EBT card on:	Date:	At (Location):
I filed a police report on:	Date:	Report Number:
Name of police or sheriff's department:		
I did not file a police report: <input type="checkbox"/>		
Reason for not filing a police report:		
If you were instructed to call a number or go to a website, please provide that number or website.		
If a text message, number you were instructed to call:	Website you were instructed to visit:	

SUBJECT INFORMATION

<input type="checkbox"/> I have information about who stole my benefits. If yes, please provide information about that person.			
Last Name:	First Name:		Relationship To You:
Address:	City:	State:	Zip:
Additional information about the person and incident:			

TRANSACTIONS

Please list all the cash theft transactions below. (Use additional pages if necessary)

Date of Transaction(s)	Amount of Transaction(s)	Name of Location Where Transaction(s) Occurred	Address of Location of Transaction(s)

Please provide any additional information you feel is important to this incident.

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DECLARATION OF TRUTH

I declare under penalty of perjury under the laws of the United States of America and the State of California that the information I have given on this form is true, correct, and complete to the best of my knowledge. I understand that if I knowingly give wrong information or leave out information that I know to be true and I get cash aid that I am not eligible for, I will be responsible for repayment, I can be disqualified from getting cash aid, I can be fined and I can be charged with a crime.

Signature of Recipient:

Date:

Signature of Cardholder (If Different From Recipient):

Date:

COUNTY USE ONLY

APPROVED: <input type="checkbox"/>		DENIED: <input type="checkbox"/>	
Case Name:	County:	SUID:	Date:
County Worker Name (Please Print):		County Worker Phone Number:	County Worker Signature:
CWD Authorizing Signature (Supervisor or Above):		CWD Authorizing Name (Please Print):	
Title of CWD Authorizing:		CWD Authorizing Phone Number:	

COUNTY WELFARE DEPARTMENT! ONCE APPROVED OR DENIED BY A SUPERVISOR OR ABOVE, A COMPLETED COPY OF THIS FORM MUST BE SCANNED AND SENT VIA EMAIL TO THE CALIFORNIA DEPARTMENT OF SOCIAL SERVICES: CDSSEBT@DSS.CA.GOV FAILURE TO DO SO MAY RESULT IN YOUR COUNTY NOT BEING REIMBURSED.

EBT SCAMMING ACKNOWLEDGEMENT

I have been scammed into giving out my EBT card number and personal identification number (PIN) to someone else who then stole cash benefits from my account.

I know now that no one from the state, customer service or EBT vendor will ask me for my PIN.

I know to keep my Personally Identifiable Information (PII) private, to reduce identity theft.

PERSONALLY IDENTIFIABLE INFORMATION (PII):

- | | | |
|---------------------------|--|------------------------|
| • Name | • EBT card number | • PIN |
| • Birthdate | • Social Security Number | • Street Address |
| • Driver's license number | • All bank ATM or credit card numbers and PINs | • Mother's maiden name |

My County Welfare Department, the State of California and the Federal Government will **NEVER** call or text me requesting my personal information listed above.

When I call the county or the EBT client customer service call center at 1-877-328-9677, TTY (Telecommunication Relay Service for Hearing/Speech Impaired) 1-800-735-2929 I may be asked my personal information to verify who I am. HOWEVER, they will **never** ask for my PIN.

There is only **one** EBT client website for California at <https://www.ebt.ca.gov> that requires my card number. The EBT client website will **never** ask for my PIN.

If a website, phone call, text, or app requires me to enter my PIN, I understand that it could lead to my benefits being stolen.

- I am to keep my PIN secret at all times.
- I am to choose a harder PIN and not something easy like 1234 or 1111.
- To prevent identity theft, I will keep all my personal information secret, unless I have called EBT customer service at the phone number listed above.
- I will keep my PIN separate from my EBT card.

I know that I can only be reimbursed for an electronic theft scam one time in a 36-month period.

Signature

Date

COUNTY USE ONLY

Approved: <input type="checkbox"/>		Denied: <input type="checkbox"/>	
Case Name:	County:	SUID Number:	Date:
County Worker Name:	Worker Phone Number:	Worker Email:	

Attachment 3

State of California
Department of Social Services

Noa Msg Doc No.: WI 10072A Page 1 of 1
Action : Approval
Issue: EBT Theft Resolution
Title: EBT Replacement Approval

Auto ID No.:
Source :
Issued by :
Reg Cite : WIC 10072

Use Form No. : NA 290
Original Date : 01/01/2013
Revision Date : 12/31/2018

MESSAGE:

Your benefits were (____)skimmed (____) scammed

On (date), the County
replaced \$_____ in your EBT cash
aid account.

HERE IS WHY:

The County has approved your
request to replace electronically
stolen cash aid benefits.
If you get another notice about
this money and you have questions
call the county.

If you are on cash aid, this amount will not be counted as income or
property in the month paid or in the next month.

Please note: If your benefits were scammed, you cannot have any new scammed
benefits replaced for 36 months. Keep your PIN and EBT card number secret.

INSTRUCTIONS: Use to notify client when replacement of lost benefits are
approved due to electronic theft (WI 10072).

State of California
Department of Social Services

Noa Msg Doc No.: M44-350K Page 1 of 1
Action : Denial Adjustment
Issue: EBT Theft Resolution
Title: EBT Replacement Denial

Auto ID No.:
Source :
Issued by :
Reg Cite : WIC 10072, 44-350

Use Form No. : NA 290
Original Date : 10/01/02
Revision Date : 12/31/2018

MESSAGE:

The County has denied your request for replacement of \$_____ to your EBT cash aid account.

HERE IS WHY:

☐ You did not file a police report and you did not tell us you had a good reason.

☐ You did not file a police report and you claimed you had a good reason, but the county determined you did not.

☐ Your claim has been investigated and found that electronic theft did not happen.

☐ You gave your EBT card and/or PIN to someone.

☐ Your benefits were already replaced.

☐ You did not file a claim with EBT Customer Service. Please call 1-(877)328-9677 to file a claim.

☐ You asked for the replacement of cash benefits more than 90 days after the date of the electronic theft.

☐ Your EBT card was lost or stolen.

☐ Your scammed electronically stolen benefits have already been replaced within 36 months.

If you disagree with this action, you can request a hearing. The back of this notice tells you how. If you do apply for a hearing, you will not be able to get "aid paid pending."

INSTRUCTIONS: To be sent to client when denying their electronic theft claim (M44-350K).

State of California
Department of Social Services

Noa Msg Doc No.:M44-350L Page 1 of1
Action : Inform
Issue: EBT Theft Overpayment
Title: Notice of Overpayment

Auto ID No.:
Source :
Issued by :
Reg Cite : WIC 10072, 44-350

Use Form No. : NA 200/NA 1239
Original Date : 01/01/2013
Revision Date : 12/31/2018

MESSAGE:

You got too much cash aid. You were
overpaid \$_____ on (date).

HERE IS WHY:

The overpayment was
[] The county's fault. The EBT
company repaid you the stolen
benefits after the county had
already sent you replacement
benefits.
[] Your mistake. The county
determined your EBT benefits were
not electronically stolen.
[] Your fault. You filed a false
report. We may charge you with a
crime or you may be disqualified
from aid for an intentional program
violation.
() Your fault. You filed an additional
Scammed benefit reimbursement within 36 months
Of your original request.

WARNING: If you think this
overpayment is wrong, ask for a
hearing. The back of this page
tells how. If you stay on aid, the
County can collect an overpayment by
lowering your monthly grant. If you
go off aid before the overpayment is
paid back, the County may take what
you owe out of your state income tax
refund or or take other legal action to
collect.

INSTRUCTIONS: Use to notify of an overpayment for WIC 10072. Specify the
amount owed and the reason for the overpayment. Print on the NA 200 or NA 1239
and show the new cash aid amount on the right hand column. Attach the NA 274 F
or G to show the overpayment amount and the correct amount of aid.

State of California
Department of Social Services

Noa Msg Doc No.:WI 10072B Page 1of1

Action : Informational

Issue: EBT Theft Resolution

Title: EBT Replacement Review

Use Form No. : NA 290

Original Date : 01/01/2013

Revision Date : 12/31/2018

Auto ID No.:

Source :

Issued by :

Reg Cite : WIC 10072

MESSAGE:

Your request for replacement of \$_____ to
your EBT cash aid account is being
reviewed by the county.

HERE IS WHY:

[] This is your third electronic theft
claim in the last 12 months. We will let
you know if your request has been approved
or denied within 25 days.

[] Your claim is for \$2000 or more. We
will let you know if your request has been
approved or denied.

() You have had more than one scammed benefit request within 36 months.

INSTRUCTIONS: Use to notify client when replacement of lost benefits will be
delayed due to a county review of WI 10072B eligibility.