

November 6, 2023

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

EXECUTIVE SUMMARY

ALL COUNTY LETTER NO. 23-92

The purpose of this All-County Letter (ACL) is to provide guidance on changes to CalFresh policy regarding the replacement of electronically stolen CalFresh benefits. The United States Congress passed the Consolidated Appropriations Act of 2023, which includes provisions for federal funding for stolen Supplemental Nutrition Assistance Program (SNAP) benefits resulting from electronic theft, such as skimming, scamming, and other similar methods. The California Department of Social Services (CDSS) is implementing associated policy in advance of required Electronic Benefits Transfer (EBT) system and Statewide Automated Welfare System (SAWS) automation. EBT and SAWS automation is anticipated for March 2024.



KIM JOHNSON
DIRECTOR

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



GAVIN NEWSOM
GOVERNOR

November 6, 2023

ALL COUNTY LETTER NO. 23-92

TO: ALL COUNTY WELFARE DIRECTORS
ALL COUNTY CALFRESH PROGRAM SPECIALISTS
ALL COUNTY CALWORKS PROGRAM SPECIALISTS
ALL COUNTY DISTRICT ATTORNEYS
ALL COUNTY ELECTRONIC BENEFITS TRANSFER
(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: CHANGES TO CALFRESH ELECTRONIC THEFT
REPLACEMENT POLICY AND REVISED FORMS/NOTICES

REFERENCE: [HR 2617, CONSOLIDATED APPROPRIATIONS ACT OF 2023;](#)
[TITLE 7 OF THE UNITED STATES CODE SECTION 2016a\(b\);](#)
[ALL COUNTY LETTER \(ACL\) 21-133; ACL 13-67; ACL 18-148;](#)
[MANUAL OF POLICIES AND PROCEDURES \(MPP\) SECTION](#)
[63-603.413; MPP SECTION 63-603.42; MPP SECTION 20-004; 7](#)
[CODE OF FEDERAL REGULATIONS \(CFR\) 273.16\(a\)](#)

The purpose of this All County Letter (ACL) is to provide guidance on changes to CalFresh policy regarding the replacement of electronically stolen CalFresh benefits. The United States Congress passed the Consolidated Appropriations Act of 2023, which includes provisions for federal funding for stolen Supplemental Nutrition Assistance Program (SNAP) benefits resulting from electronic theft, such as skimming, cloning, scamming, and similar fraudulent methods. This ACL provides County Welfare Departments (CWDs) guidance on interim procedures needed to implement associated policy changes before Electronic Benefits System (EBT) and Statewide Automated Welfare System (SAWS) automation is available in March 2024. This ACL also

provides guidance on processing retroactive CalFresh electronic theft claims to the extent permitted by Federal law.

BACKGROUND

Electronic benefit theft continues to impact CalFresh recipients, which has led to inconsistent access to food benefits for many Californians. The Consolidated Appropriations Act of 2023, which was signed into law by President Joseph R. Biden on December 29, 2022, includes provisions for the replacement of SNAP benefits with federal funds if the benefits are stolen due to card skimming, cloning, scamming, and similar fraudulent methods. The State of California has received authority from the United States Department of Agriculture's (USDA) Food and Nutrition Service (FNS) to replace certain SNAP benefits electronically stolen from October 1, 2022 through September 30, 2024 using federal funds.

Electronic theft occurs when a recipient (or authorized representative) has not lost physical possession of their EBT card and benefits are stolen from their account electronically. Two types of electronic theft include skimming and scamming. Skimming involves the use of electronic equipment to capture a recipient's EBT card information without the recipient's knowledge. Scamming involves deceiving or misleading a recipient to unwittingly give their account information. In both cases, perpetrators steal the recipient's benefits by creating a counterfeit card, also known as cloning, or by conducting a key-entered transaction through the numeric keypad on the point-of-sale device without the use of a physical EBT card.

The State of California has replaced electronically stolen CalFresh benefits since October 2021 in accordance with [ACL 21-133](#), issued October 29, 2021, which allowed for the replacement of up to one month's benefit allotment, no more than twice in a six-month period, if reported within ten calendar days from the date of theft. At present, CalFresh electronic theft replacements use the Electronic Theft Replacement Cash Benefits (ETRCB) benefit type, which is used to replace both electronically stolen food and cash benefits with state-funded cash benefits.

Effective December 1, 2023, CDSS is modifying established policies and procedures to align with federal regulations and replace electronically stolen CalFresh benefits with federally funded food benefits. In addition, corresponding EBT system and SAWS automation changes will go into effect in March 2024. Automation will permit submittal of EBT electronic theft claims through BenefitsCal, implement electronic theft-specific food benefit types, and automate FNS-required reports.

CALFRESH ELECTRONIC THEFT POLICY CHANGES

The policy changes detailed in this letter apply only to electronically stolen CalFresh benefits and are effective as of December 1, 2023. Throughout this letter, reference to 'CalFresh' food benefits is inclusive of state-funded California Food Assistance Program

benefits. These policy changes do not apply to the state-funded Supplemental Nutrition Benefit or Transitional Nutrition Benefit programs.

Former CalFresh recipients are eligible for retroactive EBT card replacement and benefit replacement even if their case is no longer active and they request the replacement after their CalFresh benefits have been discontinued. Please see the section in this letter titled “Retroactive Electronic Theft Claims” for more details.

The electronic theft replacement process for cash programs, such as California Work Opportunity and Responsibility to Kids (CalWORKs), Cash Assistance Program for Immigrants, and General Assistance or General Relief remains unchanged, unless otherwise noted.

Electronic Theft Reporting Timeframe and Methods

CalFresh recipients victimized by electronic theft are no longer required to report the theft to EBT Customer Service or CWD within ten days from the date of the theft. To be eligible for benefit replacement, CalFresh recipients must file the Report of Electronic Theft (EBT 2259), within 90 calendar days from the date of the theft. Note that the EBT Scamming Acknowledgment (EBT 2259A) is no longer required for electronic food benefit theft claims.

The EBT 2259 has been revised to reflect this new timeframe and is attached to this letter. CWDs must use the revised EBT 2259 upon release of this letter.

The EBT 2259 must be made available at the CWD for onsite completion. The CWD maintains the duty to assist the cardholder in completing the EBT 2259.

Replacement of Compromised EBT Cards

In accordance with prior guidance issued in [ACL 21-133](#); [ACL 13-67](#), issued August 30, 2013; and [ACL 18-148](#), issued December 31, 2018, the CWD or the EBT Customer Service Representative (CSR) must immediately deactivate and replace an EBT card when a theft is reported by the household. The CWD or EBT CSR must not wait for the submission of an EBT 2259 to deactivate and replace the EBT card if they have already been informed of the theft by the household.

If a household’s compromised EBT card has already been canceled and replaced prior to the submission of the EBT 2259, the CWD is not required to replace it a second time, assuming no additional thefts have occurred.

These policies on the replacement of compromised EBT cards apply to both active and inactive households. While a household must have maintained possession of their EBT card at the time of theft in order for a theft to be determined “electronic” and replaceable, the household need not provide the compromised card to the county for replacement of the card to occur. In the case of retroactive claims, it is possible that

some inactive households will have lost or destroyed their EBT cards since the theft occurred. This shall not prohibit counties from providing a new EBT card.

Countable Replacement Amounts

CalFresh recipients victimized by electronic theft are eligible to receive up to two-months' worth of food benefits for each countable replacement of electronic theft. The amount replaced must be equal to the amount of electronically stolen benefits but cannot exceed the equivalent of two months' worth of their last monthly allotment.

The following example was provided by the USDA memo [Replacement of SNAP Benefits in the Consolidated Appropriations Act of 2023](#), issued January 31, 2023:

Example: If a household reports that it lost \$100 on March 1, 2023 because of skimming and their last allotment was issued on February 10, 2023 for \$250 (two months of their last monthly allotment is equal to \$500) the household would receive \$100 in replacement benefits as it is the lesser of the two. If the same household reports that it lost \$600 on March 1, they would receive \$500 in replacement benefits.

Eligible stolen benefits may include electronically stolen Disaster CalFresh, benefits previously replaced due to household misfortune, and CalFresh emergency allotments benefits.

A household may only receive two instances of replacement benefits in each Federal Fiscal Year (FFY) (i.e., October 1 – September 30). The CWD may only complete the act of replacing benefits for a given household two times in a FFY, even if the occurrence of theft crosses two FFYs. Any state-funded replacements issued prior to the implementation of this policy do not count toward the two countable replacements per FFY unless a subsequent retroactive federal replacement is made to supplement the state-funded replacement.

Benefits may be skimmed in a single large transaction or in a series of smaller transactions over time. The term "countable replacement" refers to each overall sequence of electronic theft transactions as reported by a recipient on the EBT 2259, regardless of the number of specific transactions that were involved. If a theft occurs over the course of several transactions and several days, calculations for the amount of replacement benefits will be determined based on the date of the first occurrence of theft. For example, if a recipient claims that skimming occurred over the course of a week in a series of four fraudulent transactions, and the CWD approves the claim, this would constitute one countable replacement, not four. The amount of replacement benefits must only include the transactions that were within the 90 calendar days from the date of theft timeframe.

Per [Manual of Policies and Procedures \(MPP\) Section 63-603.413](#), the CWD must deny or delay the replacement request when available documentation indicates that the household's request for a replacement appears fraudulent. The CWD must also deny a replacement request if replacement is not permitted in accordance with the guidance provided in this letter.

Per [MPP Section 63-603.42](#), if a recipient has already been issued the maximum number of countable replacements allowed, approval of a subsequent replacement request must be delayed until the CWD can verify that the replacement being requested is not countable.

Note that the initial issuance of a replacement due to household misfortune is not a countable replacement. Countable replacements under this policy are solely replacements of electronically stolen benefits.

Claiming Processing Timeframe

As mentioned, CalFresh recipients have 90 calendar days from the date of the electronic theft to report the theft and file a corresponding EBT 2259.

The CWD has ten business days from the receipt of a completed EBT 2259 to process the claim. The CWD is encouraged to process the claim as soon as administratively feasible. Failure to meet this processing timeframe may result in an EBT Management Evaluation finding.

AUTOMATION IMPLEMENTATION ANTICIPATED FOR MARCH 2024

Robust automation is required to meet Federal reporting requirements and uphold program integrity. Automation is anticipated to be complete by the March 2024 BenefitsCal and CalSAWS releases and will impact BenefitsCal, the EBT system, and CalSAWS, as detailed below.

Interim Workaround

To implement these policy changes as soon as possible, FNS has approved the State of California to temporarily use the existing Transitional Food Stamp Program (TFSP) benefit type for the replacement of electronically stolen CalFresh benefits as a workaround until automation is complete. Use of the TFSP will ensure that electronically stolen CalFresh benefits are replaced with federally funded food benefits during this interim period until automation is complete.

Effective, December 1, 2023, the CWD must stop issuing CalFresh electronic theft replacements using the ETRCB benefit type and instead use the TFSP benefit type. To issue a replacement for electronic theft, the CWD must select "Transitional Food Stamp benefit type" (TFSP) and must continue to select "Electronic Theft" as the reason for replacing both federally and state-funded food benefits through the TFSP benefit type.

EBT 2259 Automation in BenefitsCal

The EBT 2259 will be available for electronic submittal through BenefitsCal. CalFresh recipients victimized by electronic theft will be able to securely log in to their BenefitsCal

account to complete the EBT 2259 electronically. Electronic EBT 2259 submittal will be available for cardholders claiming either cash or food benefit theft. EBT 2259 submittal through BenefitsCal requires a secure log-in in order to uphold electronic signature acceptance criteria.

In addition, recipients will be able to download the EBT 2259, manually complete and sign the form with a wet signature, and upload it to their case.

New EBT Benefit Type

The Replacement SNAP (RSPSNAP) benefit type will be implemented allowing for the replacement of electronically stolen CalFresh benefits with federally funded food benefits. Once RSPSNAP is implemented, the CWDs must stop using the TFSP benefit type (interim workaround described above) and begin selecting RSPSNAP for electronically stolen food benefit replacement.

Reporting Requirements

To comply with Federal reporting guidelines, CDSS must report CalFresh benefit replacement data beginning the first FFY quarter following FNS approval of the State Plan and no later than 45 days after the end of that quarter. CDSS must provide FNS with interim reports on a quarterly basis up to December 30, 2024, unless otherwise requested by FNS. Data elements that must be reported to FNS include:

1. Total number of stolen benefits claims;
2. Total number of approved stolen benefits claims;
3. Total number of denied stolen benefits claims due to invalid claims, claims from households that met the two-replacement limit per FFY, and untimely submitted claims;
4. Total number of households that submitted stolen benefits claims, total number of households that submitted approved claims, and total number of households that submitted denied claims;
5. Total number of fraudulent transactions, total number of fraudulent transactions from approved claims, and total number of fraudulent transactions from denied claims;
6. Total value of benefits determined to have been stolen; and
7. Total value of replaced stolen benefits.

There is no requirement for the CWD to manually track these cases and report it to CDSS.

RETROACTIVE ELECTRONIC THEFT CLAIMS

To comply with federal policies, CalFresh recipients may be eligible for retroactive replacement of CalFresh benefits electronically stolen between October 1, 2022 and November 30, 2023. To file a retroactive claim, CalFresh recipients must complete the revised EBT 2259 within 90 calendar days of the State Plan implementation date (i.e., by February 29, 2024).

CalFresh recipients may be eligible to receive retroactive replacements if (1) the household completes a revised EBT 2259 by February 29, 2024, and (2) the household experienced an electronic theft and any of the following occurred between October 1, 2022 and November 30, 2023:

- The cardholder was denied replacement for not meeting the previous 10-day reporting requirement, or
- The cardholder was provided replacement for only one month's worth of benefits, or
- The cardholder did not previously file an EBT 2259 claim.

In the scenario where a household was previously provided only one month's worth of benefits, the household may receive additional replacement benefits to make the total amount of benefits replaced equal to the amount stolen, but not exceeding the equivalent of two months' worth of their last monthly allotment at the time the original theft occurred.

In all other scenarios, each retroactive claim may provide up to two-months' worth of food benefits for each countable replacement of electronic theft. The amount replaced must be equal to the amount of electronically stolen benefits but cannot exceed the equivalent of two months' worth of their last monthly allotment at the time the original theft occurred.

Retroactive claims are subject to the 'two replacements per FFY' limit. A household must only receive up to two countable replacements per FFY, inclusive of retroactive claims.

CDSS will provide CWDs appropriate outreach materials such as flyers and Frequently Asked Questions to ensure CalFresh recipients have knowledge about the retroactive claiming process. The CWD is encouraged to conduct outreach for all active CalFresh households through text messaging, robocalling, social media, and client facing websites.

County Processing of Retroactive Claims

The CWD has 30 business days from the date a retroactive EBT 2259 is submitted to process the claim and issue retroactive replacements. Retroactive electronic theft claims must be processed without requiring a new card replacement if the compromised EBT card was previously replaced and no subsequent thefts have occurred.

PROGRAM INTEGRITY MEASURES

The program integrity measures described in this letter impact both CalFresh and CalWORKs investigation referrals and are effective December 1, 2023.

Changes to Investigation Referral Criteria

Regardless of the dollar amount or how many electronic theft claims are filed in a particular timeframe by a recipient, the CWD must consider all factors of a claim to determine if an investigation referral for suspected recipient fraud is appropriate.

This letter supersedes investigation referral criteria regarding dollar amount and frequency thresholds outlined in [ACL 18-148](#), ACL 13-67, and ACL 21-133. CWDs are no longer required to make a referral for investigation based on the following conditions:

- An electronic theft claim is equal to or exceeds \$1,000 and the claim amount is over the maximum monthly allotment for the household;
- More than two electronic theft claims have been processed during a six-month period (regardless of whether a replacement was issued); or
- Three or more electronic theft claims are filed within a twelve-month period.

Per [MPP Section 20-004](#), a referral for investigation must be made when there is a public allegation/report of fraud, and/or when the Eligibility Worker's (EW) observation of conditions which, based on the EW's knowledge of the case provides reason to suspect that fraud exists or has been attempted by the applicant/recipient.

The CWD is reminded of the requirement explained in MPP Section 20-004 to refer cases of suspected fraud and other crimes to the SIU to maintain and improve program integrity; fraud is defined in [MPP Section 20-003](#).

The CWD is no longer required to delay a replacement of electronic theft claims for up to 25 calendar days when the case has been referred for investigation, unless the referral is made due to the fact that the CWD believes the claim itself to be fraudulent. The electronic theft replacement must be issued pursuant to guidance in ACL 21-133. If the investigation results determine the claim is fraudulent and the electronic theft replacement has been issued, the CWD must pursue appropriate prosecutorial or administration actions, pursuant to [7 CFR Section 273.16\(a\)](#) ([ACL 21-133](#)).

The Data Stewardship and Integrity Bureau will be releasing more comprehensive guidance under a separate cover.

COPIES AND TRANSLATIONS

Forms referenced in this letter are available on the [CDSS Forms/Brochures webpage](#). All form translations are available on the [Translated Forms and Publications webpage](#). When made available by CDSS, forms translated into an individual's preferred language must be provided to the individual pursuant to [Manual of Policies and Procedures](#)

[\(MPP\) Section 21-115.2](#). For questions on translated materials, please contact Language Services at (916) 651-8876. If translations are not 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 number.

Per [Government Code Section 7290, et seq.](#), the CWD must 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 must be provided, free of charge, to the applicant/recipient. If CDSS does not provide translations of a form, it is the county's responsibility to read and interpret the form if an applicant or recipient requests it.

In addition, the CWD must provide auxiliary aids and services to persons who are deaf or hearing impaired, or persons with impaired speech, vision, or manual skills, where applicable. More information regarding provisions for services to applicants and recipients who have limited English proficiency or who have disabilities can be found in [MPP Section 21-115](#) and [ACL 19-45](#).

For questions regarding this ACL, please contact the CalFresh Policy Section at CalFreshPolicy@dss.ca.gov or the EBT Unit at CDSSEBT@dss.ca.gov.

Sincerely,

Original Document Signed By

ALEXIS FERNÁNDEZ GARCIA
Deputy Director
Family Engagement and
Empowerment Division

RYAN GILLETTE
Chief Data Officer
Research Automation and Data
Division

Attachments:

*Revised Report of Electronic Theft– EBT 2259
(11/23) Revised M44-350K
Revised WI 10072A
Revised WI 10072B*

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 :

Use Form No. : NA 290
Original Date : 10/01/02
Revision Date : 12/01/2023

Reg Cite : W&IC 10072, 44-350, Ortega v. Johnson, MPP section 63-603, Title 7 of the United States Code Section 2016a(b).

MESSAGE:

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

HERE IS WHY:

- [] You did not tell us you had a good reason.
- [] You claimed you had a good reason, but the county determined you did not.
- [] Your claim has been investigated and found that electronic theft of benefits did not happen.
- [] You gave your physical EBT card and/or PIN to someone.
- [] Your benefits were already replaced.
- [] You asked for the replacement of benefits more than 90 days after the date of the electronic theft.
- [] You filed a completed EBT 2259 form more than 90 days after the date of the electronic theft.
- [] Your EBT card was lost or stolen.
- [] Your electronically scammed stolen cash benefits have already been replaced within 36 months.
- [] Your electronically stolen food benefits have already been replaced twice within the current Federal Fiscal Year (October 1 - September 30).
- [] You requested retroactive reimbursement for benefits stolen before October 1, 2022 and after November 30, 2023.
- [] You submitted your claim for retroactive reimbursement after February 28th, 2024.

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.: WI 10072A PAGE 1 OF 1

ACTION : APPROVAL

ISSUE: EBT THEFT RESOLUTION

TITLE: EBT REPLACEMENT APPROVAL

AUTO ID NO.:

SOURCE :

ISSUED BY :

Use Form No. : NA 290
Original Date : 01/01/2013
Revision Date : 12/01/2023

Reg Cite : W&IC 10072, 44-350, Ortega v. Johnson, MPP section 63-603, Title 7
of the United States Code Section 2016a(b).

MESSAGE:

Your benefits were (_____) skimmed (_____)scammed

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

HERE IS WHY:

The County has approved your request to replace electronically stolen benefits. If you get another notice about stolen benefits 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: In addition to skimming and scamming, cloning and similar fraudulent methods may be eligible for replacement. If your benefits were scammed, you cannot have any new scammed cash benefits replaced for 36 months. Electronically stolen food benefits can only be replaced twice within the current Federal Fiscal Year (October 1 - September 30). Keep your PIN and EBT card separate. The State of California recommends that you change your PIN at the end of every month. Contact your local county office to learn more about receiving your cash benefits by Direct Deposit.

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

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

Auto ID No.:
Source :
Issued by :

Use Form No. : NA 290
Original Date : 01/01/2013 Revision
Date : 12/01/2023

Reg Cite: WIC 10072, 44-350, Ortega v. Johnson, MPP section 63-603

MESSAGE:

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

HERE IS WHY:

Cash Benefits

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

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

REPORT OF ELECTRONIC THEFT OF BENEFITS

Instructions: Fill out this form completely and return it to your county worker. Any delays in the completion and/or submission of this form may cause a delay in the processing of your replacement.

INSTRUCTIONS FOR RECEIVING A REPLACEMENT OF ELECTRONICALLY STOLEN BENEFITS

If you think you are a victim of electronic theft of your CalFresh food benefits or cash benefits, contact your local county office or California EBT Customer Service Helpline to cancel your EBT card and get a new card.

Note that if your compromised EBT card has not already been replaced, it will be cancelled and replaced once you submit this form.

Change your Personal Identification Number (PIN) immediately. You can change your PIN in person at your local county office or by calling the California EBT Customer Service Helpline. A Customer Service Representative will cancel your card and give you a new one.

The California EBT Customer Service Helpline 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)

This is the only customer service phone number for EBT in California

You may get your EBT benefits replaced if:

- You had your EBT card with you when benefits were stolen from your EBT account.
- One of the following occurred:
 - Your card was skimmed by electronic equipment taking your information without your knowledge.
 - You were scammed into giving a third-party your EBT card number and personal identification number (PIN) to an unauthorized 3rd party that you believed to be the contracted EBT vendor, an approved retailer, or a government entity, but not more than one time in a 36-month period for cash benefits.
- Your food benefits were electronically stolen between October 1, 2022 and September 30, 2024. If the food benefit theft occurred after October 1, 2022, but before December 1, 2023, please select the "Retroactive" checkbox in the INCIDENT INFORMATION section of this form.
- You cancelled your EBT card and got a new card by going to your local county office or by calling the California EBT Customer Service Helpline. * Customers filing for retroactive claims will not need to cancel their EBT card. *
- You completely fill out the EBT 2259 and give it to your county worker.

EBT cash 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 physical EBT card has been lost or stolen.
- You gave your EBT card number and/or PIN to someone you know and your benefits were stolen by them.

EBT food 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. *Note: Retroactive CalFresh benefit theft claims must be submitted no later than February 29, 2024.*
- Your physical EBT card has been lost or stolen.

- You gave your EBT card number and/or PIN to someone you know and your benefits were stolen by them.
- Your electronically stolen food benefits have already been reimbursed twice within the current Federal Fiscal Year (October 1 – September 30).

ELECTRONIC BENEFIT TRANSFER (EBT) IMPORTANT INFORMATION

Useful Tips

- Immediately report lost or stolen EBT cards to the California EBT Customer Service Helpline at 1-877-328-9677. Your card will be cancelled, and you will be provided with a new one.
- Electronic theft is a form of identity theft. Keep your EBT card Number and PIN safe!
- DO NOT share your EBT Card Number, PIN, Social Security Number (SSN), or Date of Birth (DOB). Do not trust text or phone calls that ask for this information. Any other phone number you are asked to call for EBT is likely a scam to steal your benefits. The State, County, and Federal government will NEVER ask for this information via text.
- If you have other EBT cardholders in your household remind them to keep their EBT cards and PINs safe. Someone who knows your card number, SSN, and your date of birth may be able to change your PIN.
- DO NOT shop at a store you believe may be stealing your personal 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.

PIN Management Tips

- Always cover the PIN pad when entering your PIN. Change your PIN regularly.
- If someone asks for your PIN, they are trying to steal your benefits. Do not give them your PIN!
- NEVER enter your PIN if you think someone is watching you. Someone could steal your EBT benefits if they know your EBT card number and PIN.
- NEVER tell your PIN to grocery store staff, farmers' market staff, or any cashier even if they ask for it.
- You can change your PIN anytime by calling California EBT Customer Service Helpline at 1-877-328-9677 or by going into your local county public assistance office.
- Avoid common PINs. Your PIN should not be 1234, 1111 or 0000. These PINs are easy for thieves to guess.

Additional Information

- Please report any suspicious EBT activity to the California Fraud Hotline at: 1-800-344-8477.
- To avoid EBT theft, you may be able to have your cash benefits directly deposited into your bank account. Contact your local county office for more information.
- 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 or local county public assistance office to get more information.

RECIPIENT INFORMATION

Last Name:	First Name:	Middle Initial:	Last 4 Digits of EBT Card Number:	
Address (Street or P.O. Box):		City:	State:	Zip:
Phone Number:		Email Address:		

INCIDENT INFORMATION

I believe my benefits were stolen by:		
Scamming: Falsely convincing you to give your EBT personal information to someone else. Skimming: The use of electronic equipment to take your card information <u>without your knowledge.</u>	My food benefits were scammed <input type="checkbox"/> My cash benefits were scammed* <input type="checkbox"/> <i>*Please complete EBT 2259A if your cash benefits were scammed</i>	My food benefits were skimmed <input type="checkbox"/> My cash benefits were skimmed <input type="checkbox"/>
Is this a retroactive claim for stolen food benefits? *Note: Occurred after October 1, 2022, but before December 1, 2023*	Yes <input type="checkbox"/>	No <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):
If you were instructed to contact a suspicious phone number or go to a suspicious website, please provide that information below.		
Phone number you were instructed to contact:	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 electronic theft transactions below. (Use additional pages if necessary)

Benefit Stolen (Cash or Food)	Transaction Date	Amount Stolen	Name of Location Where Theft(s) Occurred	Address of Location(s) of Theft

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 benefits that I am not eligible for, I will be responsible for repayment, I can be disqualified from getting benefits, 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"/>	CARD CANCELLED: Yes <input type="checkbox"/> No <input type="checkbox"/>	REASON FOR DENIAL: Requesting replacement SNB benefits <input type="checkbox"/> Requesting replacement TNB benefits <input type="checkbox"/>	
REFER FOR INVESTIGATION: <input type="checkbox"/>		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: EBT2259@DSS.CA.GOV. PLEASE BE SURE TO CHECK MARK APPROVED OR DENIED AND PROVIDE A CWD AUTHORIZING SIGNATURE BEFORE SUBMITTING. FAILURE TO DO SO MAY RESULT IN YOUR COUNTY NOT BEING REIMBURSED.