

REPORT OF ELECTRONIC THEFT OF CASH AID

Instructions: Complete this form and return it to your eligibility worker.

RECIPIENT INFORMATION

FIRST NAME	LAST NAME	EBT CARD NUMBER
------------	-----------	-----------------

STREET/P.O. BOX

CITY	STATE	ZIP CODE
------	-------	----------

PHONE NUMBER	EMAIL
--------------	-------

I believe my cash aid benefits were stolen on or about _____, at _____
DATE, IF KNOWN LOCATION, IF KNOWN

for \$ _____ .
AMOUNT

I believe I know who stole my benefits: Yes No
If Yes, please write below the name, address and phone number of the person(s):

I have had my EBT card with me at all times: Yes No

I gave my personal identification number (PIN) or EBT card number to someone else: Yes No
If Yes, please write below the name(s), address and phone number of the person/people you gave your PIN or EBT card number to:

I last used my EBT card on _____ at _____
DATE LOCATION

for \$ _____ .
AMOUNT

I filed a police report on _____ . I reported \$ _____ was stolen.
DATE AMOUNT

Police Report # _____

Name of Police Department: _____

INSTRUCTIONS TO REPORT ELECTRONIC THEFT OF CASH AID

If you think you are a victim of electronic theft of your Electronic Benefits 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: **877-328-9677**

You may get your EBT cash aid benefits replaced if:

- You called the California EBT Customer Service Helpline and reported your lost cash benefits to an EBT Customer Service Representative.
- You had your EBT card with you when cash aid benefits were taken from your EBT account.
- You file a police report about your stolen cash aid benefits.
- You fill out a **Report of Electronic Theft of Cash Aid** form and give it to your county worker.
- Write the police report number on the Report of Electronic Theft of Cash Aid form.

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.
- Most of the time a police report can be filed by phone, in person, or on the police department's website. Check your local police department for more information.
- A police report file number will be provided to you. Keep a copy of this number and write it on the Report of Electronic Theft of Cash Aid form.

EBT cash aid benefits **cannot** be replaced if:

- Your EBT card has been **lost or stolen** and/or you gave your Personal Identification Number (PIN) and/or your EBT card number to anyone.

Please call your county worker or go to your county office if you have questions or need help filling out the Report of Electronic Theft of Cash Aid form.
