

# DC DEPARTMENT OF HUMAN SERVICES

## INFORMATION AND FACTS ABOUT

# Electronically Stolen Benefits

### 1. WHAT ARE ELECTRONICALLY STOLEN BENEFITS?

- Electronic Benefits Transfer (EBT) theft occurs when Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF) and/or other cash assistance benefits are stolen from your EBT card because of theft due to card skimming, cloning, or similar fraudulent methods.

### 2. WHAT CAN I DO IF MY BENEFITS WERE STOLEN FROM MY EBT CARD?

- If you suspect your EBT benefits have been stolen as result of card skimming, cloning, or other similar fraudulent methods, submit a request to replace your stolen benefits by completing a Request for Replacement of Stolen SNAP and/or Cash Benefits (DHS-1697 claim form) to the District of Columbia (“District” or “DC”) Department of Human Services (DHS), Office of Program Review, Monitoring, and Investigation (OPRMI) within thirty (30) calendar days of the date you became aware of the loss of your SNAP, TANF and/or other cash benefits:
  - Submit a DHS-1697 claim form online.
    1. Visit [dhs.dc.gov/page/fraud](https://dhs.dc.gov/page/fraud) and click “Replacement of Stolen SNAP or Cash Benefits Form.”
  - Submit the DHS-1697 via mail or in person.
    1. Download a copy of the DHS-1697 claim form online at [dhs.dc.gov/page/fraud](https://dhs.dc.gov/page/fraud) or request a copy using the methods below.
    2. Mail or drop off a completed DHS-1697 claim form to OPRMI at 64 New York Avenue NE during normal business hours Monday-Friday between 8:15 a.m. and 4:45 p.m.
  - Complete the DHS-1697 via phone.
    1. Call (202) 671-4460, then press “1” for a live representative during normal business hours Monday-Friday between 8:15 a.m. and 4:45 p.m.

### 3. WHAT INFORMATION DO I NEED TO SUBMIT A CLAIM?

- How the benefits were likely stolen (e.g., card skimming, card cloning, or another similar fraudulent method)?;
- Whether the household had their card in their possession during the time the fraudulent transaction(s) took place?
- A list of all claimed theft transactions with the date, amount, and retailer, including retailer address

### 4. DO I HAVE TO FILE A POLICE REPORT TO SUBMIT A CLAIM?

- No, you do not have to file a police report to be eligible for reimbursement of your stolen EBT benefits.

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## 5. IF MY CARD IS LOST OR STOLEN CAN MY LOST BENEFITS BE REIMBURSED?

- If benefits were stolen as a result of your card being lost or stolen, please submit an allegation of suspected public assistance benefit fraud by visiting [DHS OPRMI Correspondence - Add Allegation/Complaint \(quickbase.com\)](#) and selecting “fraud” from the drop down menu.

## 6. HOW MANY TIMES WILL MY BENEFITS BE REIMBURSED?

- Federal laws limit the number of reimbursements to twice (2) per federal fiscal year (October 1-September 30). The maximum amount per reimbursement is up to the amount of your most recent two months of benefit allotments. Please note that federal rules exclude the replacement of Pandemic-EBT benefits (P-EBT).

## 7. IS THERE A DEADLINE TO SUBMIT A CLAIM?

- Effective September 25, 2023, customers must report losses within 30 days of becoming aware of the loss.

## 8. WHERE CAN I DETERMINE THE STATUS OF MY CLAIM?

- Claim determinations will be made within 12 business days of submission. If you have questions regarding the status of your claim, call (202) 671-4460, then press “1” for a live representative during normal business hours Monday-Friday between 8:15 a.m. and 4:45 p.m.

## 9. DO I NEED A NEW EBT CARD?

- Yes. For safety precautions, after submitting a claim to replace stolen benefits, customers must obtain a new EBT Card. You can obtain a new card:
  - In-person: Visit an EBT Card Distribution Center at either 645 H Street, NE or 1649 Good Hope Road, SE.
  - By Mail: Call the District’s EBT card vendor at 888-304-9167 to request a replacement card.

## 10. WHEN WILL MY REIMBURSED FUNDS BE AVAILABLE ON MY EBT CARD?

- If you are deemed eligible for reimbursement, funds will be loaded onto your new EBT card within 12 business days of the date the claim was submitted.

## 11. WHERE CAN I FIND FOOD ASSISTANCE WHILE A DETERMINATION IS MADE?

- Locate available food resources near you [here](#).