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Benefit Replacement

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## c. Offset

Replacements of damaged Food Stamps must not be used to offset a claim.

## 2. Destroyed Food Stamp Coupons

Households may request a replacement for the portion of its allotment (not to exceed one month's allotment) which it had received, but which was subsequently destroyed in a household misfortune or disaster such as fire or flood as verified by a collateral contact.

## a. Replacement Procedures

To qualify for a replacement, the AG must report the destruction to the local office within **10** days of the incident and complete and sign the DFA-FS-36 within **10** days of reporting the loss.

The DFA-FS-36 is forwarded to the DFA Economic Services Policy Unit.

The Food Stamps are replaced using the appropriate RAPIDS procedure. Benefits are issued by EBT.

## b. Limits on Replacements

Replacement is limited to **twice** in **6** months.

## c. Offset

Replacement of destroyed Food Stamps must not be used to offset claims.

## 3. Partial Allotment Received

Food Stamp benefits deposited into an EBT account are **rarely** replaced. If the benefit file is successfully transmitted by RAPIDS, the EBT vendor must insure that the benefit goes into the account. Contact the EBT Unit when the benefit is not in the account.

Benefit Replacement

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## 4. Destroyed Food

## a. Replacement Procedures

In cases when food purchased with Food Stamp benefits is destroyed in a household misfortune or disaster, the AG will be eligible for replacement of the actual value of the loss, not to exceed **1** month's allotment if:

- The loss is reported within **10** days of the incident; and
- The AG's misfortune or disaster is verified; and
- The DFA-FS-36 is completed and signed within **10** days of the report of the loss.

The misfortune or disaster may be an individual household misfortune or disaster such as fire, as well as natural disasters affecting more than **1** household. The replacement must be received within **2** days of the receipt of the completed and signed DFA-FS-36.

The Worker replaces the value of the food using the appropriate RAPIDS procedure. The original DFA-FS-36 is retained in the case record. **It is not necessary to send a copy to the DFA Economic Services Policy Unit.**

## b. Limits on Replacement

There is no limit on the number of times the value of food lost in a misfortune or disaster may be replaced.

## c. Offset

Replacements of destroyed food must not be used to offset claims.

## 5. Lost, Stolen, Damaged Or Destroyed EBT Cards

The client may request a new card by contacting the EBT ARU, DHHR Customer Service Center, or the local office. All replacement cards are sent in an active status, unless never previously activated. The following details the processes used when each is contacted. The processes for the DHHR Customer Service Center and the local offices differ because the DHHR Customer Service Center staff has the capability to inactivate a card.

**If the EBT card is stolen prior to receipt by the client and benefits are fraudulently accessed, see the EXCEPTION in item B. The DFA Economic Services Policy Unit must be consulted in this situation.**

a. EBT Automated Response Unit (ARU) / Helpline

When the client requests a new card through the EBT ARU, the old card is inactivated, and, if the current address is in the EBT Administrative System, a new card is mailed to the client. When the client's current address is not in the EBT Administrative System, the card is inactivated, but a replacement card is not mailed. The client is instructed by the ARU to contact his Worker to change his address. The client must contact the EBT ARU the day following the address change to request a new card.

b. DHHR Customer Service Center

When the client requests a new card through the DHHR Customer Service Center, the old card is inactivated in the EBT Administrative System and, if the current address is in the EBT Administrative System, a new card is mailed to the client.

When an address change is required, the card is inactivated in the EBT Administrative System, but a new card is not issued. The Worker must complete an address change in RAPIDS and request a replacement card on RAPIDS screen AIRQ.

**NOTE:** Inactivation of the card in the EBT Administrative System must take place immediately to prevent unauthorized use. Inactivation of the EBT card is effective immediately.

c. Local Office

When a client reports a lost, stolen or damaged card to the local office, he is referred to the EBT ARU. When a client reports an address change and requests a replacement EBT card, the address change is completed in RAPIDS and the client is referred to the ARU to immediately inactivate the card. The client must contact the ARU the following day to request a new card.

**NOTE:** Address changes in RAPIDS are received by the EBT vendor the following day. If a client's card has already been inactivated or is not in danger of unauthorized use, i.e., damaged, the Worker may request a new card on RAPIDS screen AIRQ after the address change is made in RAPIDS.

If the client requests a replacement card at application or redetermination, the Worker must complete screen AIRQ to request a new card. This method is only used if the client's old card is not in danger of unauthorized use.

6. EBT PIN Changes

The payee or authorized cardholder may request a PIN change at any time. Replacement cards are issued with the same PIN, unless the individual requests a new one. A PIN-only change request must be made to the vendor's ARU.

B. WHEN FOOD STAMP **BENEFITS** WILL NOT BE REPLACED

Replacement issuances are not provided in the following circumstances:

- When coupons are lost, stolen or misplaced after receipt.
- When coupons are totally destroyed after receipt in some way other than a household disaster or misfortune.
- When the issuance would normally be replaced, but the AG has not signed the DFA-FS-36 within **10** days of the date the client reports.
- When the client has already received the maximum number of countable replacements.
- When FNS has issued a disaster declaration and the AG is eligible for disaster Food Stamp benefits, the AG must not receive the disaster allotment and a replacement allotment.
- When the client does not report the benefit loss within the period of intended use or within **10** days of the specific incident.
- When benefits are issued into an EBT account.

**EXCEPTION: When the EBT card is stolen before receipt by the client and benefits are fraudulently accessed, this situation must be reported to the DFA Economic Services Policy Unit for specific replacement procedures.**