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Benefit Replacement

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## 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.
- The Department may deny or delay replacement issuances in cases where available documentation indicates that the household's request for replacement appears to be fraudulent.

## c. Offset

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

## 2. 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