N.C. Department of Health and Human Services
Division of Social Services
2420 Mail Service Center
Raleigh, NC 27699-2420

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Dear Mr./Mrs. [redacted]

As you should be aware of, you currently have an overpayment of Food and Nutrition Services, formerly Food Stamps. On March 19, 2016 the North Carolina Department of Health and Human Services issued a letter to your household stating that your claim was over paid and that you were due a refund. However, due to technical issues with our system, this letter was issued in error. You are not due a refund and your Food & Nutrition Services claim balance remains the same as it was prior to that letter. We apologize for the miscommunication and are working to ensure this does not happen again. If you have questions regarding this information, please contact your local county department of social services.