



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

YVONNE COPELAND • Director, Division of Child and Family Well
Being

Date: October 01, 2024

Dear County Directors of Social Services

Attention: Food and Nutrition Services Managers, Program Integrity Managers, Supervisors, Investigators, and Income Maintenance Caseworkers

Subject: Extension of State Plan for Replacing Electronic Benefit Transfer (EBT) Card Skimming/Cloning

Effective: Upon Receipt

Priority: Information and Action

I. GENERAL INFORMATION

The Consolidated Appropriations Act of 2023, included temporary authority to provide federally funded replacement of Food and Nutrition Services (FNS) benefits stolen through EBT card skimming, cloning, and similar methods. A full budget extension by the federal authority to replace stolen FNS benefits from EBT cards was extended to December 20, 2024. FNS benefits stolen from EBT cards were replaced if it was within the criteria established by United States Department of Agricultural (USDA) guidance and North Carolina's approved state plan. Federal funds will no longer be available to reimburse FNS recipients stolen benefits for any theft occurring after December 20, 2024.

II. REPLACING FNS BENEFITS STOLEN FROM EBT CARDS

FNS recipients who are still impacted by card skimming, and cloning will continue to submit affidavits to replace stolen FNS benefits. Counties will continue to accept affidavits until the ending of the timeframe, December 20, 2024 and will have 30 days to issue replacement benefits. Benefits stolen or discovered stolen after December 20, 2024 will not be replaced. For Complete Guidance for replacing stolen benefits refer to [Dear County Director Letter EFS-FNSEP-25-2023](#)

III. TIPS TO HELP PROTECT EBT ACCOUNTS

County DSS agencies should assist clients who have been impacted by card skimming/cloning by:

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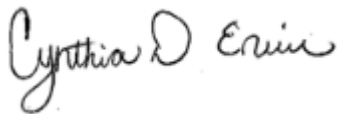
LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603
MAILING ADDRESS: 2416 Mail Service Center, Raleigh, NC 27699-2420
www.ncdhhs.gov • TEL: 919-527-6300 • FAX: 919-334-1265

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

- Recommending recipients to Check your EBT account regularly for unauthorized charges. Check balance and/or replace a lost or stolen EBT card by visiting www.ebtedge.com, using the EBT Edge mobile app or contacting the North Carolina EBT Call Center at 1-888-622-7328.
- Change the PIN to the EBT card regularly using a new number each time.
- Select a “difficult” PIN (not continuous sequences such as 1234, or repetitive sequences such as 4444). While this may not prevent card skimming, it is a recommended safety practice.
- Check card reading machines in stores to make sure there is nothing suspicious overlaid or attached to the card swiper.
- Check for the following signs that may indicate that a skimmer is being used on a card reading machine:
 - Blockage of the LED indicator lights, blocking of the illuminated backlit keypad numbers or partially covered stylus/pen trays.
 - Loose faceplate appears ill-fitting or can be easily dislodged from the body of the machine.
 - Miscolored faceplate, texturally mismatched or otherwise appearing different than the body of the card reading machine.
- Offering a transaction history of benefits from EBT Edge.
- Referring the client to contact law enforcement.
- Recommending that clients block out-of-state and online purchases from their EBT Edge accounts or the mobile app.

If you have any questions, please contact the Continuous Quality Improvement Team (CQI) dss.policy.questions@dhhs.nc.gov.

Sincerely,



Cynthia Ervin, Assistance Director,
Division of Child and Family Well-Being

CE/vb

EFS-FNSEP-19-2024