



Script for County DSS Staff

Card Skimming Replacement of Stolen FNS Benefits

What is the purpose of the script?

The purpose of this script is designed to serve as a resource for staff at county Department of Social Services (DSS) agencies to answer question from FNS Units about replacement of stolen FNS benefits (e.g., card skimming, card cloning, other similar fraudulent methods). Food and Nutrition Services (FNS) benefits that may be replaced include regular FNS, Simplified Nutritional Assistance Program (SNAP), Disaster Supplemental Nutrition Assistance Program (D-SNAP), and Emergency Allotments (EA).

Important Note: Pandemic-EBT benefits are not FNS benefits and, therefore, cannot be replaced under the authority of the Omnibus Bill. Use the script as a guide, adjusting it according to the specific needs of each household.

Script

Question: I reported that my benefits were stolen to the EBT Call Center for benefits stolen between October 1, 2022 and August 25, 2023. How do I get replacement benefits?

Response: You will receive an Affidavit for Stolen Benefits in the mail. You can also find the affidavit online at the NCDHHS website, ePASS website, and/or in person at the county DSS agency. You may be eligible to receive replacement benefits if you submit a signed affidavit to the county DSS agency no later than September 27, 2023.

Question: I reported my benefits stolen to my County DSS agency, between October 1, 2022 and August 25, 2023, but I did not receive a notice. How do I apply for replacement benefits?

Response: You will only receive a notice in the mail if you reported stolen benefits to the EBT call center before August 25, 2023. Even if you did not report stolen benefits to the EBT call center, you may be eligible to receive replacement benefits if you submit a signed [Affidavit for Stolen Benefits, DSS-8644](#), to the local county DSS agency by September 27, 2023. You can find the affidavit online at the NCDHHS website, ePASS website, and/or in person at the county DSS agency.

Question: What do I need to do with the affidavit?

Response: You need to submit a completed and signed affidavit attesting to the stolen electronic benefit to your county DSS agency. The affidavit will state, "I hereby certify under penalty of perjury and/or fraud that my benefits were stolen, which is defined as card skimming, card cloning, and similar fraudulent means" and "I understand if I am found guilty of an intentional program violation for providing information that could not be verified...."

Question: Where can I find the affidavit?

Response: You have several options for finding the [Affidavit for Stolen Benefits \(DSS-8644\)](#). It is available on the NCDHHS website, ePASS website, and in person at your county DSS agency.

Question: Once I've completed and signed the affidavit, how do I submit it?

Response: You can submit the signed affidavit by mail, fax, in-person, via email, or over the phone with a telephonic signature to your county DSS agency.

Question: How long will it take to find out if I'm eligible for replacement benefits?

Response: It can take up to 30 business days from the receipt of the completed and signed affidavit for the county DSS agency to review and issue replacement benefit claims.

Question: How will I know if I am eligible for replacement benefits?

Response: Once your claim for replacement benefits has been processed, you will receive an approval or denial notice in the mail. If you disagree with the decision, you have the right to request a fair hearing within 90 days of the decision. This information will be available in the notice you receive.