



SNAP BENEFITS STOLEN?

YOU MAY BE ABLE TO GET THEM REPLACED.

If your Supplemental Nutrition Assistance Program (SNAP) benefits were stolen from your Electronic Benefits Transfer (EBT) account through card skimming, card cloning, phishing or other fraudulent means, **take the following actions:**

1. Change your PIN

by calling 866-281-2448, visiting ConnectEBT.com, or downloading the ConnectEBT mobile app (Apple **App Store** or Google **Play Store**).



2. Report the fraud and receive a new card

by calling Virginia's EBT Client Customer Service Helpdesk at 866-281-2448 (accessible 24 hours a day, 7 days a week) or contact your **local department of social services**.



3. Start a replacement claim

for funds by contacting your **local department of social services** immediately after discovering your benefits were stolen.

Your local department of social services **must receive your claim and any required forms within 30 days** of the discovery of the theft.



4. Contact 3-1-1 or your local non-emergency law enforcement

to file a report about the stolen benefits.



To find out if you are eligible for SNAP benefits replacement, visit www.dss.virginia.gov/EBTscam or scan the QR code.



VIRGINIA DEPARTMENT OF
SOCIAL SERVICES