

# Stolen EBT Benefits

## How are CalFresh Funds Stolen

Electronic theft occurs when a recipient has benefits stolen directly from their account.

### Stolen benefits can occur in two ways:

- Skimming is the use of electronic equipment to capture a recipient's EBT card information without their knowledge.
- Scamming is deceiving/misleading a recipient to reveal their account information.

In both cases, perpetrators steal benefits by creating a counterfeit card or by manually entering the account number into a card reader.

*(eg: the debit/credit card machines used in grocery stores.)*

## Reporting Stolen Benefits

- Contact your County Social Services Department to place a hold on your EBT card. This will prevent further unauthorized transactions on your card.
- Download and complete [EBT 2259 Report Of Electronic Theft Of Benefits](#) to start the process of filing a claim.

**Electronic theft of benefits is not the same as a lost EBT card.**



## Things to Note

- Recipients are entitled to replacement of benefits due to electronic theft. **Stolen benefits must be reported to the County within 10 days. Recipients must complete a claim report within 90 days.**
- Stolen benefits can only be replaced twice every six months.
- The maximum amount replaced cannot exceed the amount of one month's allotment.

*(Note: this also applies to recipients who have more than one month's allotment amount stolen at one time.)*

**Stolen benefits must be reported to the County within 10 days.**



## Protect Yourself

- Closely monitor your accounts and transactions.
- Do not open or download links/files from unknown sources.
- Never give out personal information, such as account numbers or social security numbers in emails, texts, or phone calls.
- Contact your local County Social Services Department to verify authenticity of communications.

