



## SNAP Stolen Benefits Form

Please fill out this form to let us know when food benefits were stolen from your EBT card.

We will use this form to look into EBT fraud and benefit theft. We will not contact you unless we need more details.

We cannot replace food benefits stolen from your EBT card because of a change in rules set by the federal government.

**If your benefits were stolen, contact EBT Customer Service immediately to get a new card and PIN.**

**EBT Customer Service: 1-800-526-9099 | [www.ConnectEBT.com](http://www.ConnectEBT.com) | ConnectEBT mobile app**

Household Information			
First Name		Last Name	
Street Address		City	State
Email Address		Phone Number	Zip Code
		Date of Birth	Last 4 Digits SSN
Stolen Benefit Information			
When was the last date you used your EBT card? _____		Did you have your EBT card when the theft occurred? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Have you recently used your EBT card in another state?		Have you ever used your EBT card to buy food online? <input type="checkbox"/> Yes <input type="checkbox"/> No	
<input type="checkbox"/> Yes <input type="checkbox"/> No State: _____		Online Stores: <input type="checkbox"/> ACME <input type="checkbox"/> Amazon <input type="checkbox"/> BJ's <input type="checkbox"/> Food Lion <input type="checkbox"/> Giant	
Did you give your EBT card number or PIN to anyone? <input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Shoprite <input type="checkbox"/> Target <input type="checkbox"/> Walmart <input type="checkbox"/> Other: _____	
Please list the stolen transactions from your EBT card. Please attach another page if necessary.			
Transaction Date	Transaction Amount	Retailer Name	Retailer City, State
Additional information or comments:			
Return Instructions			
You can return this form to the email below or to any DSS or DMMA location.			
<ul style="list-style-type: none"><li>• <b>Email:</b> DHSS_DMS_ARMS_Ops@delaware.gov</li><li>• <b>Drop-off, Mail, Fax:</b> Any DSS or DMMA location (Find an office at: <a href="http://dhss.delaware.gov/dhss/dss/ofclocations.html">dhss.delaware.gov/dhss/dss/ofclocations.html</a>)</li></ul>			
Food Assistance Resources			
Delaware 211 Call 2-1-1 or 1-800-560-3372 Text your zip code to 898-211 <a href="http://delaware211.org">delaware211.org</a>		Food Bank of Delaware New Castle County 302-292-1305 Kent & Sussex Counties 302-424-3301 <a href="http://www.fbd.org/get-help/">www.fbd.org/get-help/</a>	
Protect Your Benefits			
<b>EBT fraud and benefit theft are on the rise. Follow these steps to help protect your EBT card and food benefits:</b>			
<ul style="list-style-type: none"><li>• <b>Lock your EBT card:</b> Download the ConnectEBT mobile app or go to <a href="http://www.ConnectEBT.com">www.ConnectEBT.com</a> to lock your EBT card when you are not using it. Select "Lock My Card Everywhere" to stop theft. You can unlock your card when you are ready to shop.</li><li>• <b>Check your EBT balance and transactions:</b> Review your EBT account often to check for purchases you did not make. If you see any, cancel your EBT card right away. Contact EBT Customer Service to get a new card and PIN.</li><li>• <b>Change your PIN:</b> Avoid simple PINs (like 1234 or 0000) and change your EBT PIN often by contacting EBT Customer Service.</li><li>• <b>Do not share your EBT card number or PIN:</b> Delaware Health and Social Services and Delaware's EBT provider will never ask you for your card number and PIN.</li><li>• <b>Look for skimming devices:</b> Check card readers for skimming devices before swiping your EBT card. Do not use card readers that look damaged, suspicious, or unusual.</li><li>• <b>Report stolen benefits:</b> Complete and return this form. You can also contact us and report benefit theft to the police.</li></ul>			