



## **SNAP Replacement Benefits Due to Fraud One-Pager**

As of May 31, Texas Health and Human Services Commission (HHSC) is helping SNAP customers across Texas who think they have been experiencing fraud through card skimming, cloning and other methods. If customers think they have had their SNAP benefits stolen because of fraud, they may be eligible to have their benefits replaced.

If customers think they have been the victims of fraud, they need to get a new Lone Star Card and change their PIN, and request a reimbursement. They must keep all records of any fraudulent activity.

Replacement benefits are for SNAP recipients with benefits stolen from their Lone Star Card between Oct. 1, 2022 and Sept. 30, 2024.

### How does a customer request a new card and PIN?

Customers can request a new card and PIN through the Your Texas Benefits app, by calling the Lone Star Help Desk (800-777-73280) or by going to a local HHSC benefits office.

### When can a customer request to have their benefits replaced?

Requests for benefit replacements can be placed twice for each federal fiscal year. (The federal fiscal year is Oct.1 to Sept. 30).

Customers who think their SNAP benefits were stolen due to fraud have 30 days from when they suspect their SNAP benefits were stolen to request a benefit replacement.

If they think their SNAP benefits were stolen between Oct. 1, 2022 and May 30, 2023, they have until Aug. 29, 2023 to request a benefit replacement.

### How much money can be replaced?

The total replacement amount replaced cannot be more than the amount of the stolen benefits or the amount equal to two months of the SNAP household's benefit allotment.

### How does a customer request to have their benefits replaced?

Customers should go in person to their local HHSC benefits office to complete Form H1854, Affidavit for Unauthorized Use of Electronic Benefit Transfer (EBT) benefits. The form must be signed and submitted in person. To find a local HHSC benefits office, customers can go to [YourTexasBenefits.com](http://YourTexasBenefits.com) and click "Find an Office" or by calling 2-1-1 and selecting Option 2.

Within two weeks, HHSC will review the information and let the customer know by mail if they are eligible for replacement benefits.

Most SNAP recipients will get their benefits replaced on their new Lone Star Card within 10 days.

For more information about SNAP replacement benefits, customers can go to [hhs.texas.gov/replacesnap](http://hhs.texas.gov/replacesnap). To find out more about how to prevent fraud, go to [hhs.texas.gov/ebtfracud](http://hhs.texas.gov/ebtfracud).

### What if a customer can't go to a local office?

If a customer cannot go to a local HHSC benefits office in person because of age, disability, distance, or inability to appoint an authorized representative, they must call their local HHSC benefits office and request Form H1854 by mail. They must return the completed and signed form to HHSC by the date on the form or 30 days from when they first discovered the benefits were stolen.