

# 如何填寫失竊福利索賠表

1. 當您發現福利失竊時，您是否**報告您的電子福利轉帳 (Electronic Benefits Transfer, EBT) 卡失竊**？這是提出索賠的**必要條件**。  
**報告了？** 請轉到步驟 2。  
**沒有報告？** 請造訪 [www.connectebt.com](http://www.connectebt.com) 或致電 1-888-328-6399 報告卡片失竊、取得新卡並更改您的 PIN 碼

2. 造訪 [www.connectebt.com](http://www.connectebt.com)、下載 ConnectEBT 應用程式或致電 1-888-328-6399，**以取得您的 EBT 交易歷史記錄**。您需要查看 EBT 交易歷史記錄以確認以下各項：
  - 福利失竊**日期**；
  - 福利的失竊**地點**；以及
  - 每次每項失竊福利的**金額**。

3. 填寫您的索賠表。輸入：
  - a. 您目前的**郵寄地址**。
  - b. 您的**客戶識別號碼 (CIN)**。  
[此號碼列於您的永久 EBT 卡上。它可能會被標記為「ID 號碼」]
  - c. 福利失竊時您的**個案號碼**。  
[此號碼列於人力資源管理局 (Human Resources Administration, HRA) 通知或 ACCESS HRA 中，包含 9 個數字和 1 個字母，它不在您的 EBT 卡上]
  - d. **現金援助 (Cash Assistance, CA) 福利失竊？**在現金援助摘要區段中，輸入：
    - 您**發現福利失竊的日期** [如果不知道，請留白]，
    - 最早及最近的欺詐交易日期**，以及
    - 失竊 CA 福利的總金額**。
  - e. **補充營養援助計畫 (Supplemental Nutrition Assistance Program, SNAP) 福利失竊？**在 SNAP 摘要區段中，輸入：
    - 您**發現福利失竊的日期** [如果不知道，請留白]，
    - 最早及最近的欺詐交易日期**，以及
    - 失竊 SNAP 福利的總金額**。

請注意：不要在摘要區段中混填失竊的 CA 和 SNAP 福利。

- f. 在**詳細交易區段**中，針對每筆欺詐交易輸入：
  - 日期**
  - 計畫類型** (SNAP 或 CA)
  - 失竊金額**
  - 零售商地點**

您可以根據需要輸入多筆交易。

- g. **勾選方塊** ，證明提供的資訊準確無誤。

4. 按一下「**提交**」。登出 EBT Connect 並關閉所有標籤以保護您的個人資料。

**大功告成!** 您將透過郵寄信件收到對索賠的決定。



# How to Complete the Stolen Benefits Claim Form

1. Did you **report your EBT card stolen** when your benefits were stolen? This is *required* to file a claim.

**Yes?** Go to Step 2.

**No?** Go to [www.connectebt.com](http://www.connectebt.com) or call 1-888-328-6399 to report it stolen, get a new card, and change your PIN

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2. **Get your EBT transaction history** online at [www.connectebt.com](http://www.connectebt.com), by downloading the ConnectEBT app, or by calling 1-888-328-6399. You need your EBT transaction history for:

- The **date** your benefits were stolen;
  - The **location** where your benefits were stolen; and
  - The **amount** of each benefit stolen, each time.
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3. **Complete your claim form.** Enter:

a. Your current **mailing address**.

b. Your **Client Identification Number (CIN)**.

*[It is on your permanent EBT card. It may be labeled "ID Number"]*

c. Your **Case Number** when your benefits were stolen.

*[It is on HRA notices or in ACCESS HRA, it has 9 numbers and a letter, it is **NOT** on your EBT card]*

d. **Cash Assistance (CA) stolen?** In the Cash Assistance Summary Section enter:

- the **date you discovered the theft** [if unknown, leave blank],
- the **dates of the earliest** and the **latest fraudulent transactions**, and
- the **total amount of CA stolen**.

e. **SNAP stolen?** In the SNAP Summary Section, enter:

- the **date you discovered the theft** [if unknown, leave blank],
- the **dates of the earliest** and the **latest fraudulent transactions**, and
- the **total amount of SNAP stolen**.

Note: Do not mix the stolen CA and SNAP benefits in the summary sections.

f. In the detailed transactions section, enter for each fraudulent transaction:

- the **date**
- program** type (SNAP or CA)
- amount stolen**, and
- the **retailer location**

You will be able to enter more than one transaction if needed.

**g. Check the box**  attesting that the information provided is accurate.

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4. **Click submit. Log out of EBT Connect and close all tabs** to protect your data.

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**You are done!** You will get a decision on your claim by mail.