NYC Department of Social Services
HUMAN RESOURCES ADMINISTRATION

Fason yo Ranpli Fòmilè Demann pou Èd yo Vòlè a

1. Èske w **te fè deklarasyon vòl pou kat EBT ou a** lè yo te volè èd ou yo? Li *nesesè* pou ou ka depoze yon demann.

   Wi? Ale nan etap 2.

   Non? Ale sou www.connectebt.com oswa rele nan 1-888-328-6399 pou w deklare vòl la, pou w ka jwenn yon nouvo kat, epi pou w chanje kòd PIN ou a

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2. **Verifye istorik tranzaksyon ou yo** anliy sou www.connectebt.com, tout pandan w ap telechaje aplikasyon ConnectEBT la, rele nan 1-888-328-6399. W ap bezwen istorik tranzaksyon EBT ou a:
   - nan **dat** yo te vòlè Èd ou yo;
   - nan **zòn** yo te vòlè Èd ou yo; epi
   - **kantite lajan** pou chak Èd yo te vòle yo, chak fwa.

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3. **Ranpli fòmilè demann ou a.** Antre:

   a. Adrès postal ou **pou kounya**.

   b. Nimewo **I**dantifikasyon **Kliyan ou a (CIN)**.
   [*Ki parèt nan kat EBT pèmanan ou a. Li ka make "Nimewo Idantifikasyon"*]

   c. Nimewo **Dosye ou a** lè yo te vòlè èd ou yo.
   [*Li nan afich HRA oswa nan ACCESS HRA, li gen 9 chif epi yon lèt, li* PA *sou kat EBT ou a*]

   d. Èd Lajan Kach (CA) yo vòlè? Nan Seksyon Rezime Èd Lajan Kach la antre:
   - ☐ dat **ou te dekouvri vòl la** [si ou pa konnen, kite l vid],
   - ☐ dat **premye ak dènye** tranzaksyon **ki fèt nan magouy yo**, ak
   - ☐ montan **total CA yo vòlè a**.

   e. SNAP yo vòlè? Nan Seksyon Rezime SNAP la, antre:
   - ☐ dat **ou te dekouvri vòl la** [si ou pa konnen, kite l vid],
   - ☐ dat **premye ak dènye** tranzaksyon **ki fèt nan magouy yo**, ak
   - ☐ montan **total SNAP yo vòlè**.

Remak: Pa melanje fòm Èd CA ak SNAP yo vòlè yo nan seksyon rezime a.

   f. Nan tranzaksyon detaye yo, mansyone chak tranzaksyon ki te fèt nan magouy:
   - ☐ dat **la**
   - ☐ **pwogram** kategori (SNAP oswa CA)
   - ☐ **kantite kòb yo vòlè,** epi
   - ☐ lokal **revandè a**

Ou pral kapab antre plizyè tranzaksyon si gen nesesite pou sa.

   g. Koche kare a ☑ pou w kapab konfime enfòmasyon ou bay yo egzak.

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4. **Peze soumèt. Dekonekte sou EBT connect epi fèmen tout fenèt yo, pou w ka** pwoteje enfòmasyon w yo.

Ou fini! Ou pral resevwa yon desizyon nan bwat postal ou.

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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 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, 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 **C**lient **I**dentification **N**umber **(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.

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