

EBT Cards now have a new security feature!

One way you can secure your card, is by downloading the **ConnectEBT** app on your smartphone. This app allows you to keep your card “locked” when you are not using it. Unlock the card when you are ready to pay and lock it again when you are finished. This will help prevent any unauthorized use of your card. **Instructions on how to download and use the app are available at tinyurl.com/connectEBT**

Do you need assistance submitting your claim for reimbursement?

The following SNAP Community Partner Organizations can also assist with your application:

Maryland Hunger Solutions for Statewide

(English, Spanish)
Call (866) 821-5552

Community Outreach & Development for Prince George’s County

(English, Spanish)
Call (301) 735-0121

Community Engagement & Consultation Group for the Laurel, Anne Arundel, Howard County

(English, Spanish and Farsi)
Call (301) 525-8807

LifeStyles of Maryland for Southern Maryland

(English, Spanish)
Call (301) 609-9900

Do you have questions about your rights under the new law? Contact us!



- ☎ (410) 685-6589
- 📍 201 N Charles Street, Suite 1104
Baltimore, MD 21201
- 🌐 www.hprplaw.org



- ☎ (410) 625-9409
- 📍 201 N Charles Street, Suite 1200
Baltimore, MD 21201
- 🌐 www.publicjustice.org/en/

This brochure is provided for informational purposes only and does not act as legal advice. This information is not a substitution for a careful review of your individual situation with an attorney. Revised 11/6/23.

REIMBURSEMENT OF STOLEN FOOD AND CASH BENEFITS: KNOW YOUR RIGHTS



A new law in MD effective April 24, 2023 guarantees Marylanders rights when cash and food benefits are stolen.



If you discover that your benefits have been stolen, you should take the following steps:

- ✓ **Cancel your card right away and request a new one.**
 - Call MD EBT Customer Service Center at 1-800-977-2222 or
 - Report it at www.ConnectEBT.com
- ✓ **Change your Personal Identification Number (PIN).**
- ✓ **Submit a claim for reimbursement.**
 - Electronically through MDTHINK Consumer Portal (tinyurl.com/EBTFraudClaim)
 - Paper claim can be submitted in person to your local DSS office, by mail, or fax.
 - By phone through the Maryland Benefits Center at 1-833-373-5867.

*If you want to pick up an **emergency EBT card** (also known as vault card) in person, call your Local Department of Social Services (DSS) to set up an appointment at **1-800-322-6347**. You can also walk into your DSS office to request a card without an appointment.*

As soon as possible, but no more than 10 days after you file your claim or notify the Department of your lost benefits due to theft, the Department must:

- ✓ In writing, notify you of the Department's decision on your reimbursement claim;
- ✓ Restore your benefits in the **exact amount stolen**; and
- ✓ Provide you with a new EBT card.

The Department CANNOT:

- ✓ Require you to file a police report.
- ✓ Provide you with **partial** replacement of benefits if more was stolen.
- ✓ Limit the number of times that your benefits can be replaced.

You have a right to appeal any decision made by the Department.

- ✓ You can request a hearing to challenge the Department's decision to deny your claim for reimbursement or dispute the amount. This is called an "appeal." You have **90 days** from the date of the Department's decision to request a hearing.
- ✓ Your appeal will be scheduled for a hearing in front of an "Administrative Law Judge."
- ✓ You may request an appeal by:
 - calling DSS at 1-800-322-6347 or
 - using a **Request for Fair Hearing** form (available at any local DSS office).
 - You can turn the appeal form in in-person or fax it to the Office of Administrative Hearings (OAH) at (410) 229-4266 or (410) 229-4268.
- ✓ Make a copy (or take a photo) of the completed appeal form for proof of filing.

After you request an appeal, OAH will mail you a hearing notice with your case number, hearing date, and whether the hearing is remote or in person.

To check on the status of your appeal request, you may call OAH at (410) 229-4292.

Under the new law:

- ✓ You have a right to receive benefits stolen back to January 1, 2021.
- ✓ You have a right to receive "**benefits pending**" during the appeal. When you request a hearing, the Department must replace your benefits in the full amount that you requested while you are waiting for your appeal hearing.
- ✓ **If the Administrative Law Judge issues a decision in your favor**, you get to keep the replacement benefits that you received.
- ✓ **If the Administrative Law Judge finds the Department's initial determination was correct**, you will need to pay back your replacement benefits over time. Your benefit amount in future months will be reduced by no more than \$10 or 5% of your monthly allotment, whichever is less, until the amount is paid back.

Programs eligible for benefit replacement:

- Supplemental Nutrition Assistance Program (SNAP)
- Temporary Cash Assistance (TCA)
- Temporary Disability Assistance Program (TDAP)
- Disaster SNAP (DSNAP)
- Emergency Allotments (EA)
- Minimum State Supplement (MSS)
- Heat and Eat (H-EAT)
- Summer SNAP
- Transitional Support Services (TSS)
- Child Support Passthrough
- Refugee Cash Assistance (RCA)
- Public Assistance to Adults (PAA)