

@MDFARMERSMARKETS



# RECOVER YOUR STOLEN SNAP/EBT BENEFITS

Were your food or cash benefits stolen from your EBT account? Benefits stolen are eligible for reimbursement.

Follow this guide to get your money back.



STEP ONE

## LEARN MORE

**Maryland has a simple, seamless, and swift reimbursement program for replacing stolen EBT food and cash benefits.**

**SNAP/EBT and Pandemic-EBT benefits stolen as far back as January 1, 2021, can now be reimbursed by the Maryland Department of Human Services (DHS).**

**Recover your stolen EBT benefits, even if your claim was previously denied! A new law allows EBT cardholders to reclaim food and cash benefits stolen as far back as January 1, 2021.**

STEP TWO

## REPORT

The first thing you should do is cancel your card, request a new one, and change your PIN number. To do this, call MD EBT Customer Service Center at 1-800-977-2222 or report the theft at [ConnectEBT.com](https://connectebt.com).

Then fill out [Maryland's EBT Fraud Claim Attestation form](https://mymdthink.maryland.gov/) at [mymdthink.maryland.gov/](https://mymdthink.maryland.gov/) to apply for reimbursement. You can also submit a paper claim for reimbursement at your local DHS office or by phone at 1-833-373-5867.

DHS has implemented a new card-locking feature, which allows you to freeze your card when not in use. Check ConnectEBT for more info.

STEP THREE

## WHILE YOU WAIT

You should get the decision within 10 days after submitting your form.

The department should then:

- Notify you of their reimbursement decision in writing
- Restore your benefits in the full amount that was stolen
- Give you a new EBT card

DHS will begin to automatically reimburse adults and families whose claims were previously denied but are now eligible. To ensure a smooth refund process, the department recommends customers ensure their MD Think account is updated with their current contact information.

STEP FOUR

## APPEAL

**Consider appealing any decision that isn't fully reimbursed.**

**To request an appeal, call 1-800-322-6437 or visit your local DHS office to get the proper forms to request a hearing. Once filled out, you can fax or bring the forms in person to the Maryland Office of Administrative Hearings at 11101 Gilroy Road, Hunt Valley, Maryland. The OAH can also be reached out 410-229-4266 or 410-229-4268.**

STEP FIVE

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## RESOURCES

DHS is standing by and ready to help anyone who needs assistance submitting a claim form. For questions about Maryland's reimbursement process, or to check the status of a pending claim, call the dedicated hotline at 1-833-330-7328.

For assistance completing a new claim form over the phone, please call one of our SNAP Community Partner Organizations:

1. **Community Outreach & Development for Prince George's County** (English, Spanish). Call (301) 735-0121
2. **Community Engagement & Consultation Group for the Laurel, Anne Arundel, Howard area** (English, Spanish and Farsi). Call (301) 525-8807
3. **LifeStyles of Maryland for Southern Maryland** (English, Spanish). Call (301) 609-9900
4. **Maryland Hunger Solutions for Statewide** (English, Spanish). Call (866) 821-5552

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**Remember to match your SNAP/EBT dollars with Maryland Market Money at participating farmers markets, farm stands, and CSAs statewide.**