

Multiple Card Replacement Notice Q&A

Consumer fraud in the Food Assistance Program is a top priority with the federal government and the State of Ohio. One area of particular state and national concern is repeated re-issuance of electronic benefit (EBT) cards for recipients who report their cards lost, stolen, or damaged. 9,621 individuals statewide who have requested 4 or more replacement EBT cards between July 1, 2011 and June 30, 2012 were mailed a notice on August 16, 2012 informing them that future requests for replacement cards will be monitored and may be investigated. The notice directs the recipient to call their local CDJFS if they have any questions about it.

The following Q&A's have been prepared to assist those who may take these recipient calls:

Question: Why did I get this letter?

Answer: *You received a letter because you have requested four or more replacement cards in the last year. We realize cards can be lost, damaged, or stolen, so we provide replacement cards when needed, but you have requested an unusual number of replacement cards in the last year.*

When you have the caller on the line, please do the following:

- **Ask the caller:** *Why have you needed so many replacement cards?*
- **Make sure the caller realizes that they should use the same card each month. Say:**
Your EBT card never expires. Your monthly Food Assistance benefits are loaded onto the same EBT card each month so you can keep using the same card. Even if you become ineligible for Food Assistance you should keep your card because if you ever become eligible again, benefits will be loaded to that card. Do you have any questions about this?
- **Determine whether the caller needs help due to mental health or other issues that limit their understanding of how to use their EBT card. Provide the needed help or information.**
- **Document the conversation in CLRC.**

Question: Why does the agency care whether I request a lot of replacement cards?

Answer: *Some people who request replacement cards need a new card because they have sold their original EBT card to someone else. Selling your EBT card to anybody is illegal. You can lose your Food Assistance benefits if you sell your EBT card and are caught. In addition to losing benefits, people who sell their EBT cards can be fined up to \$250,000, sent to jail for 20 years, or both.*

Question: Am I going to lose my Food Assistance benefits?

Answer: *No. But if you continue to request replacement cards, you may be asked to come in to the county agency and explain why you keep asking for new cards.*

Question: I did not request all of these replacement cards so why did I get this letter?

Answer: *Our records show that many replacement cards have been mailed to you.*

- **Ask the caller:** *Have you requested these replacement cards?*
- **Refer the caller to an investigator in your agency if he says he did not request the replacement cards.**
- **Note:** *Replacement card history information such as the date and time of replacement card issuances and the reason(s) given when the replacement cards were requested can be obtained from your CDJFS EBT coordinator.*