



FOR IMMEDIATE RELEASE

Arizona Department of Economic Security Receives Approval to Replace Stolen EBT Benefits for SNAP and TANF Cash Assistance Participants

PHOENIX - (June 19, 2023) The Arizona Department of Economic Security (DES) announced today a new process to replace Supplemental Nutrition Assistance Program (SNAP) and/or TANF Cash Assistance benefits stolen from Electronic Benefit Transfer (EBT) cards. This new process helps individuals and families affected by a nationwide trend of card skimming, card cloning and phishing scams that have impacted EBT cardholders.

"We are grateful to now have the ability to replace stolen benefits to individuals and families who need it most," said DES Director Angie Rodgers. "We appreciate the collaboration and approval of Arizona's plan by the U. S. Department of Agriculture (USDA) Food and Nutrition Services and look forward to working with impacted and eligible EBT cardholders to replace their stolen benefits."

The Consolidated Appropriations Act, 2023 included a provision for states to reimburse stolen SNAP benefits upon federal approval, following nationwide card skimming that has targeted EBT cards. Prior to this provision, Arizona did not have the authority to replace stolen SNAP benefits. The U.S. Department of Agriculture (USDA) Food and Nutrition Service approved Arizona's plan for replacement of stolen SNAP benefits. The Administration of Children and Families also permitted states to align their TANF State Plan with the approved SNAP Plan to replace stolen TANF Cash Assistance benefits.

Households who had SNAP or TANF benefits stolen from October 1, 2022 to June 18, 2023 are able to submit a claim for replacement benefits through September 18, 2023. Households who have their SNAP or TANF benefits stolen June 19, 2023 through September 30, 2024 have 45 days from the date of theft to submit a claim for replacement benefits. Households may report and request replacement of stolen benefits by any of the following methods:

- By calling 1 (833) 786-8823

- In writing by completing the [Electronic Benefit Theft Replacement Request Form](#) (FAA-1847A). The completed and signed form may be returned by any of the following methods:
 - By mail to DES PO Box 19009 Phoenix, AZ 85005-9009
 - By fax to (602) 257-7031 or toll free to 1 (844) 680-9840
 - In person at any DES Family Assistance Administration (FAA) [office](#).

DES has been at the forefront of mitigating EBT theft as the Department was the first state in the nation to implement the ability for clients to freeze their cards, piloting the function for nationwide use. DES continues to provide warnings, precautions and information to clients and retailers regarding the rise in card skimming.

For more information about EBT cards, including how to prevent or report EBT theft or fraud, please [visit our website](#).

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