

RECOVER YOUR STOLEN EBT BENEFITS



Talking Points: Maryland's Stolen EBT Benefits Reimbursement Overview

Help the Maryland Department of Human Services (DHS) spread the word about Maryland's newly-approved plan to reimburse families and adults who experienced Electronic Benefits Transfer (EBT) theft! Use these updated **talking points** as a reference when providing others with a general overview of the state's reimbursement efforts.

- Maryland has a **simple, seamless, and swift reimbursement program** for replacing stolen EBT food and cash benefits.
- Maryland was the first state to use federal funds to replace stolen Supplemental Nutrition Assistance Program (SNAP) benefits. Maryland also uses state funds to replace stolen cash assistance benefits.
- Through June 30, 2023, DHS has approved more than 11,400 claims filed by Maryland families and adults and reimbursed more than \$7 million in stolen benefits.
- Previously, the department could only reimburse EBT benefits stolen on or after October 1, 2022. Now, **Maryland will extend the reimbursement eligibility period by 21 months.**
- In April 2023, the Maryland General Assembly passed and Governor Wes Moore signed into law Senate Bill 2 and House Bill 502. Now customers whose benefits were stolen as far back as January 1, 2021 can be reimbursed.
- Starting in early July 2023, DHS will begin to automatically reimburse adults and families whose claims were previously denied but are now eligible. These customers should not file a duplicate claim. More than 1,000 households will become instantly eligible to recover \$825,000 in previously reported stolen cash and food benefits payments.
- **Marylanders can take the following actions to recover stolen food and cash benefits:**
 1. Go to <https://mymdthink.maryland.gov> or click to view the [EBT Fraud Claim Attestation Form](#)
 2. Complete the form
 3. Type their name on the signature line of the form and click the submit button
- Benefits will be reimbursed in **10 days or sooner.**



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- Please be mindful of the following deadlines for filing a new claim:

Benefits Were Stolen	Last Day To File A Claim:
Jan.1, 2021 - Sept. 30, 2022	No deadline
Oct. 1, 2022 - Feb. 28, 2023	May 31, 2023
On or after March 1, 2023	45 days from the date benefits were discovered stolen

- For assistance completing a claim form, visit us in person at a Local Department of Social Services office near you. For assistance completing a new claim form over the phone, please call one of our SNAP Community Partner Organizations:
 - Community Outreach & Development for Prince George's County (English, Spanish). Call (301) 735-0121
 - Community Engagement & Consultation Group for the Laurel, Anne Arundel, Howard area (English, Spanish and Farsi). Call (301) 525-8807
 - LifeStyles of Maryland for Southern Maryland (English, Spanish). Call (301) 609-9900
 - Maryland Hunger Solutions for Statewide (English, Spanish). Call (866) 821-5552
- Please help us spread the word about the simple, seamless, and swift extension restoration of food and cash benefits stolen from EBT cards. We are grateful for your partnership.
- For **questions about the reimbursement process or to check the status of a pending claim**, Marylanders may call the DHS EBT Stolen Benefits Hotline at 1-833-330-7328.
- Visit www.dhs.maryland.gov/EBT-Reimbursement to learn more, view frequently asked questions, and access outreach materials.

