




# FAMILY INDEPENDENCE ADMINISTRATION

James K. Whelan, Executive Deputy Commissioner

Stephen Fisher, Assistant Deputy Commissioner  
Office of Procedures

## POLICY BULLETIN #14-117-OPE

### EXCESSIVE REPLACEMENT CARD LETTER TO APPLICANTS/PARTICIPANTS

<b>Date:</b> October 14, 2014	<b>Subtopic(s):</b> CBIC
<p> This procedure can now be accessed on the FIAweb.</p>	<p>The purpose of this policy bulletin is to inform staff in Job Centers and Non Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Centers that the Office of Temporary and Disability Assistance (OTDA) is mailing letters to applicants/participants who requested and used more than 4 permanent Common Benefit Identification Cards (CBIC) in the 12 month period from July 1, 2013 to June 30, 2014.</p> <p>If an applicant/participant received a letter, it does not mean that he/she has engaged in any unlawful activity. However, applicants/participants who repeatedly request cards are either in need of more information on CBIC or are in need of other services. OTDA will monitor applicant/participant card requests and benefit redemption history going forward.</p> <p>The text in the letter reads as follows:</p> <p><i>As a recipient of benefits under the Supplemental Nutrition Assistance Program (SNAP) (the new name for the Food Stamp program), you were issued a Common Benefit Identification Card (CBIC). Your CBIC, also called an Electronic Benefit Transfer (EBT) card, is used to access your SNAP benefits as well as certain other assistance benefits.</i></p> <p><i>Our records show that you have ordered and used an unusually high number of replacement EBT cards within the last 12 months. Your EBT card is designed to last for years. You can use the same EBT card every time you use your benefits for as long as you receive benefits.</i></p> <p><i>Please remember, the State considers the misuse of EBT cards and SNAP benefits a program violation that may be subject to various penalties and sanctions. If you continue to request replacement EBT cards, your case will be referred to your Social Services District's Program Integrity unit for possible investigation in order to ensure that no fraudulent activities have occurred. While the State recognizes that there are legitimate reasons for</i></p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?  
Call 718-557-1313 then press 3 at the prompt followed by 1 or  
send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

*requesting replacement cards, the State is also required to protect the integrity of SNAP and review such matters.*

*If you have questions regarding your EBT card, please visit our website at [www.otda.ny.gov/programs/ebt/](http://www.otda.ny.gov/programs/ebt/) or call 1-800-342-3009. You can also view the EBT informational brochure at [www.otda.ny.gov/programs/publications/5004.pdf](http://www.otda.ny.gov/programs/publications/5004.pdf).*

The letters are available in English and Spanish.

If applicants/participants have questions about the letter they received, they should be instructed to call the telephone number on the letter.

*Effective Immediately*

**References:**

[GIS 14 TA/DC041](#)