

**M E M O R A N D U M**

**DATE:** June 29, 2023

**TO:** Benefits Access Center (BAC) Directors, Supplemental Nutrition Assistance Program (SNAP) Center Directors, HIV/AIDS Services Administration (HASA) Center Directors, Over-The-Counter (OTC) Site Director and Regional Managers

**FROM:** DSS Office of Procedures

**SUBJECT:** **Reminder - Availability of the “Protect Your Benefits from Skimming!” (FLY-1095) Flyer**

The purpose of this Center Director (CD) Memorandum is to remind all staff that clients are still being victimized by skimming. To help reduce the likelihood of skimming and provide applicants and participants with an idea of what to look out for, the Protect Your Benefits from Skimming! (**FLY-1095**) was developed. Directors must ensure that the **FLY-1095** is available in all waiting areas and other client designated areas such as Personal Computer (PC) Banks. [Refer to Fax Flash #20-14](#) for additional information on the flyer.

Staff are also reminded that if a client reports being skimmed they must report it to the HRA Fraud Unit at 718-557-1399. The HRA Fraud Unit is tracking reports and providing those reports to OTDA.

For additional information on addressing food emergencies for clients who are victims of card skimming refer to [PB #22-93-ELI](#).

*Effective Immediately*

**FLY-1095**                      Protect Your Benefits from Skimming!

## Protect Your Benefits from Skimming! What Is Skimming?

Skimming is a type of theft. Thieves put an overlay on a store's card-swiping machine to copy EBT, credit and debit card information. The thieves use the information to make fake EBT, debit or credit cards. The fake cards are called clones. Cloned cards are used to steal money from real accounts. Like yours!

Skimming can happen **anywhere** you swipe your credit, debit, or EBT card. Most of the time, that means EBT or Credit Card machines and ATMs.

Know the signs of fraud. Below are some examples you may see in stores.

### EBT/Credit Card Machine

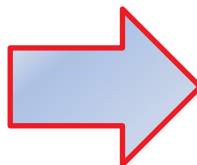
Look for an overlay. It's bigger than the original machine:



The overlay may hide parts of the machine.

If you answer **no** to any of the questions on the right,

**Do not use the machine**



### Protect Your Benefits and Money!

If you think your card has been cloned and your benefits are being stolen, **immediately** call the HRA Fraud Unit:  
**718-557-1399**

Do you see a green light -  
**Yes or No?**



Can you see the whole stylus  
 (pen) tray?



**Yes No**

Can you see a light behind the numbers? You may need to shade the machine from the room lights to see them.



**Yes No**

Report suspected skimming overlays. Call the HRA Fraud Unit: **718-557-1399**

**!** To get a new EBT card and change your PIN, call the EBT Helpline: **888-328-6399**