

You have a right to receive the full amount of benefits stolen from you.

You have a right to receive “benefits pending” during the appeal. When you request a hearing, the Department must replace your benefits in the full amount that you requested while you are waiting for your appeal hearing.

If the Administrative Law Judge issues a decision in your favor, you get to keep the replacement benefits that you received.

If the Administrative Law Judge finds the Department’s initial determination was correct, you will need to pay back your replacement benefits over time.

Your benefit amount in future months will be reduced by no more than \$10 or 5% of your monthly allotment, whichever is less, until the amount is paid back.

PROGRAMS ELIGIBLE FOR REIMBURSEMENT

Supplemental Nutrition Assistance Program (SNAP)

Temporary Cash Assistance (TCA)
Temporary Disability Assistance Program (TDAP)

Disaster SNAP (DSNAP)

Emergency Allotments (EA)

Minimum State Supplement (MSS)
Heat and Eat (H-EAT)
Summer SNAP

Transitional Support Services (TSS)

Child Support Passthrough

Refugee Cash Assistance (RCA)

Public Assistance to Adults (PAA)

Maryland SUN Bucks

FREE HELP IS AVAILABLE

To request **free legal representation** if your claim for reimbursement has been denied in full or part, call us.

PUBLIC JUSTICE CENTER

(410) 625-9409

www.publicjustice.org

For **help submitting a reimbursement claim**, call a SNAP Community Outreach Partner

Maryland Hunger Solutions for Statewide

(English, Spanish)
(866) 821-5552

Community Outreach & Development for Prince George’s County

(English, Spanish)
(301) 735-0121

Community Engagement & Consultation Group for the Laurel, Anne Arundel, Howard County

(English, Spanish and Farsi)
(301) 525-8807

LifeStyles of Maryland for Southern Maryland

(English, Spanish)
(301) 609-9900

This brochure is provided for informational purposes only and does not act as legal advice. This information is not a substitution for a careful review of your individual situation with an attorney.

Revised 8/29/25.



KNOW YOUR RIGHTS





REIMBURSEMENT OF STOLEN FOOD AND CASH BENEFITS

PUBLIC JUSTICE CENTER

BENEFITS THEFT IS NOT YOUR FAULT.

EBT skimming theft is a complex crime that is happening in every state. In Maryland, more than \$35.2 million in stolen benefits have been reimbursed to over 60,842 households.

SELF ADVOCACY CHECKLIST: REPORTING THEFT & REQUESTING REIMBURSEMENT

- Cancel your card right away and request a new one. Call MD EBT Customer Service Center at **1-800-997-2222** OR report it at **www.ConnectEBT.com**
- Change your Personal Identification Number (PIN).
- Submit a claim for reimbursement in the way that works best for you:
 -  Online with MDTHINK: tinyurl.com/EBTFraudClaim
 -  In person at your local DSS office
 -  Mail or Fax: To your local DSS office
 -  Phone: **1-800-332-6347** or one of the organizations listed on the back.

Check claim status or transaction info:
1-833-330-7328

NEED AN EMERGENCY EBT CARD ("VAULT CARD")?

Call **1-800-332-6347** to schedule an appointment at your local DSS office. You can also **visit** your local DSS without an appointment to request an emergency EBT card ("vault card").

LOCK YOUR EBT CARD WHEN YOU AREN'T USING IT

You can secure your card by downloading the ConnectEBT app on your smartphone. This app allows you to "unlock" your card when you need to use it and "lock it" when you aren't using it. Instructions on how to download and use the app are available by **scanning this QR code** or at **tinyurl.com/connectEBT**



YOUR RIGHTS AFTER FILING A CLAIM

As soon as possible, but no more than 10 days after you file your claim or notify the Department of your stolen benefits, the Department must:

- Notify you in writing of their decision on your reimbursement claim;
- Restore your benefits in the exact amount stolen; and
- Provide you with a new EBT card.

YOU HAVE THE RIGHT TO APPEAL ANY DECISION MADE BY THE DEPARTMENT ABOUT YOUR CASE

This is called an "appeal." You have **90 days** to appeal from the date of the Department's decision. Your appeal will be scheduled for a hearing in front of an "Administrative Law Judge."

SELF ADVOCACY CHECKLIST: REQUESTING AN APPEAL

- Call DSS at 1-800-332-6347 or use a Request for Fair Hearing form (available at any local DSS office)
- Turn in the appeal form in person to DSS or fax it to the Office of Administrative Hearings (OAH) at (410) 690-8863.
- Take a photo of the completed appeal form for proof of filing.

After you request an appeal, OAH will mail you a hearing notice with your case number, hearing date, and whether the hearing is remote or in person.

Check the Status of Your Appeal Request with OAH:

(410) 229-4100 or (410) 229-4291