

Replacement of Electronically Stolen CalFresh Benefits for Thefts Between 10/1/2022 and 11/30/2023 Frequently Asked Questions

1. How do I know if I have experienced electronic theft?

Electronic theft is when your CalFresh benefits are stolen from you, or taken off of your card balance, as a result of skimming, cloning, scamming, or similar fraudulent methods. If you try to buy food, and notice your balance is at zero or less than what you previously had after your last purchase, and you have not lost your physical card, you may have experienced electronic theft.

2. Who can get replacement benefits for CalFresh electronically stolen between October 1, 2022 and November 30, 2023?

You may be eligible for replacement of CalFresh benefits if your CalFresh benefits were electronically stolen between October 1, 2022 and November 30, 2023.

Electronic theft may occur due to card skimming, cloning, scamming, and similar fraudulent methods. The rules have changed: You may be eligible even if in the past, you were denied replacement benefits, already received partial replacement benefits, or never filed an electronic theft claim.

3. How can I turn in an electronic theft claim ([EBT 2259](#))?

You can turn in an EBT 2259 in person to any Department of Public Social Services (DPSS) District Office, or by calling the Customer Service Center at (866) 613-3777. You can also get the [EBT 2259](#) form and upload the completed form on BenefitsCal, even if you do not have an account or you can drop it off at a District Office drop box. If you need assistance, you can appoint an Authorized Representative to help you with your case.

4. How do I get my CalFresh benefits replaced for thefts between October 1, 2022 and November 30, 2023?

You will need to file a claim if your CalFresh benefits were stolen electronically between October 1, 2022 and November 30, 2023. To file for replacement CalFresh benefits for this period, you must complete a Report of Electronic Theft Form ([EBT 2259](#)) with the “retroactive claim” box checked, and turn it in no later than February 29, 2024. See question #3 on how to turn in the form. If approved, you should be issued replacement benefits within 30 business days from the date you turned in the EBT 2259 form.

5. Will I be able to get back all of my electronically stolen CalFresh benefits?

Households are eligible to get up to two-months’ worth of food benefits for each countable replacement of electronic theft. The amount replaced will be the amount of electronically stolen benefits if less than the two times your monthly allotment at the time of theft. You cannot get replacements for more than twice that allotment. For example, if your month’s allotment at the time of theft was \$200, the maximum

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Updated: 11/21/2023

replacement benefits is \$400. If \$300 was stolen, you may get \$300 replaced. If \$600 was stolen, you may get \$400 replaced.

A household whose benefits were electronically stolen may have their CalFresh replaced up to two times during a Federal Fiscal Year (which goes from October 1 – September 30).

6. How will I get my replacement benefits?

When you first report a CalFresh theft, DPSS will deactivate your current card and send you a new EBT card. If you no longer have an EBT card, DPSS will send you a new EBT card. Please tell us if you need to pick up the EBT card instead. Your PIN code will not change and your card may be activated simply by using it to make a food transaction.

7. If I no longer get CalFresh benefits, am I eligible for replacement benefits?

Even if you no longer get CalFresh benefits, you may still be eligible for replacement benefits for electronic thefts that occurred between October 1, 2022 and November 30, 2023. You must submit a [EBT 2259](#) to your county no later than February 29, 2024.

8. How can I check my CalFresh benefit balance or transaction history?

Log into www.ebtedge.com or www.benefitscal.com website. You can also call the number on the back of your EBT card to get balance information or check your receipt next time you make a food purchase.

9. Where can I find additional food resources in my community?

You can get free food from your local food bank. There are food banks across California that give free food to people in their communities. To find a food bank, visit www.cafoodbanks.org/find-food/.

10. How can I protect myself from electronic theft in the future?

Keep your EBT card, account number, and PIN secure and be on the lookout for suspicious devices in stores. Consider changing your PIN a few days before your benefits are loaded. You can also download the ebtEdge app, which lets you “freeze” your EBT card and easily change your PIN, among other features.