

PUBLIC NOTICE



What can I do if my EBT card benefits are stolen by cloning, skimming or phishing?



If your SNAP and/or financial benefits were stolen between October 1, 2022, and August 31, 2023, by cloning, skimming or phishing, you must file a report by September 30, 2023 for replacement funds. Any cloning, skimming or phishing fraud after that time period should be **reported within 30 days** of the fraud for replacement funds.

What is cloning, skimming or phishing?

- **Cloning** occurs when a duplicate card is created and used to steal money from an EBT account. Card numbers can be identified through skimming, phishing or through known industry methods of assigning card numbers.
- **Skimming** occurs when a device is placed over an ATM or point of sale machine at a retail location that accepts EBT cards. These devices collect card numbers and can sometimes gather PIN information when a cardholder swipes their EBT card.
- **Phishing** occurs when a cardholder provides their card and PIN information to someone through text, email, phone or by responding to social media posts.

What actions can I take?

- Change your PIN and report your card as stolen with the Connect EBT website, Connect EBT mobile app or by calling the Horizon Card Help Desk at 1-800-997-4444.
- Report the theft to Workforce Services by calling 801-526-0950 or 866-435-7414.
- You will receive a form that must be filled out and returned to complete your claim. A decision on your claim will be made within 30 days.

Only funds stolen between
October 1, 2022, and
September 30, 2024, are eligible
for replacement.

Visit jobs.utah.gov/mycase for more information.

You can access your transaction history through myCase, Connect EBT.com or Connect EBT mobile app, or by calling the Horizon Card Help Desk