



Know Your Rights when your SNAP Benefits are Stolen

Electronic theft of benefits, also known as “Skimming” occurs when thieves illegally install devices on machines where Supplemental Nutrition Assistance Program (SNAP) recipients swipe their EBT cards. Thieves use these illegal devices to steal EBT account information and steal SNAP benefits.



- 
If your SNAP benefits were stolen electronically, you have the right to get your benefits restored.
- 
If your your physical EBT card was stolen, you cannot get the benefits restored.

You have until September 30, 2024, to request replacement benefits for payments that were stolen via skimming, card cloning, and other electronic forms of fraud between October 1, 2022, and September 30, 2024.



How do I get skimmed benefits restored?

Contact HSD within 30 days of the suspected theft.

- a. In person at an Income Support Division Field Office
- b. By phone at 1-800-283-4465
- c. Online via chat at www.yes.state.nm.us

A household may only receive 2 SNAP replacements in a fiscal year (October 1 - September 30).

How long before my benefits are restored?

Eligible SNAP participants have a right to receive restored benefits no later than 10 days from the date the theft has been verified.

What if my Temporary Assistance for Needy Families (TANF), cash benefits, are skimmed? Can those be replaced?

At this time only SNAP benefits are being replaced.

Food Bank Information:

Roadrunner Food Bank
 Monday - Friday, 8 AM to 5 PM
 Call 505-349-5340 or 575-523-4390

Using your zip code, the team at Roadrunner will provide you with contact information of food distribution partners in your area.



Get free legal help

NM Legal Aid
 833-545-4357

NM Center on Law and Poverty
 (505)255-2840

