

# **Starting May 22, 2023, SNAP benefits can be replaced if you were the victim of electronic theft and had your benefits stolen from your EBT card.**

## **If your benefits were stolen, act now:**

- **If you know your benefits were stolen between Oct. 1, 2022, and May 22, 2023,** request replacement benefits now. Your request must be received no later than June 21, 2023. Benefits stolen before Oct. 1 cannot be replaced.
- **If you discover benefits were stolen after May 22, 2023,** cancel your EBT card immediately, get a new PIN, and request replacement benefits. Your request must be received no later than 30 days from the day you discovered benefits were stolen.

## **How to cancel your card:**

- **Outside of business hours:** Call the 24-hour toll-free customer service line at 1-888-997-4447 to cancel your card and protect your benefits. Then call the replacement card line below during business hours to get a new card and PIN.
- **During business hours:** Call the toll-free replacement card line at 1-855-328-6715 to order a replacement card. The replacement line is open Monday through Friday from 8:30 a.m. to 4:30 p.m. You will get a replacement card by mail, usually within five business days.

## **How to request replacement benefits:**

- **Visit a local office.** Find an office near you at <https://www.oregon.gov/dhs/Offices/Pages/one-services.aspx>
- **Call 800-699-9075**
- **Email a completed request form** to [Oregon.Benefits@odhs.oregon.gov](mailto:Oregon.Benefits@odhs.oregon.gov)
- **Mail a completed request form** to:  
ONE Customer Service Center  
PO Box 14015  
Salem, OR 97309

Find the request form, mailing address and more information using the QR code or the link below:

<https://www.oregon.gov/dhs/assistance/food-benefits/pages/replacement%20-benefits.aspx>

