



CDSS

WILL LIGHTBOURNE  
DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY  
**DEPARTMENT OF SOCIAL SERVICES**  
744 P Street • Sacramento, CA 95814 • [www.cdss.ca.gov](http://www.cdss.ca.gov)



EDMUND G. BROWN JR.  
GOVERNOR

August 30, 2013

ALL COUNTY LETTER (ACL) NO. 13-67

TO: ALL COUNTY WELFARE DIRECTORS  
ALL COUNTY CALWORKS PROGRAM SPECIALISTS  
ALL COUNTY DISTRICT ATTORNEYS  
ALL COUNTY EBT COORDINATORS  
ALL COUNTY SPECIAL INVESTIGATION UNITS (SIU)  
ALL CONSORTIA PROJECT MANAGERS  
ALL COUNTY REFUGEE CASH ASSISTANCE (RCA) PROGRAM  
COORDINATORS  
ALL COUNTY CASH ASSISTANCE FOR IMMIGRANTS (CAPI)  
PROGRAM SPECIALISTS

SUBJECT: FINAL COUNTY INSTRUCTIONS FOR IMPLEMENTATION OF  
ASSEMBLY BILL 2035, ELECTRONIC BENEFIT TRANSFER (EBT)  
ELECTRONIC THEFT

REFERENCE: ASSEMBLY BILL (AB) 2035, WELFARE AND INSTITUTIONS CODE  
SECTION 10072; ALL COUNTY WELFARE DIRECTORS LETTER  
DATED DECEMBER 31, 2012; MANUAL OF POLICIES AND  
PROCEDURES (MPP) SECTIONS 16-705.4, 44-352.421, 20-003.1

This All County Letter (ACL) is to provide final instructions for the implementation of Assembly Bill (AB) 2035 (Chapter 319, Statutes of 2012) which requires the prompt restoration of EBT cash benefits lost due to electronic theft. Electronic theft occurs when a recipient (or authorized representative) has not lost physical possession of their EBT card and money is stolen from their EBT account electronically (often called skimming).

Interim instructions were issued in an All County Welfare Directors Letter dated December 31, 2012. The final instructions included in this ACL replace those interim instructions. The California Department of Social Services (CDSS) will be issuing regulations separately.

Pursuant to AB 2035, the CDSS has established a protocol for recipients who believe their EBT cash benefits have been stolen via electronic theft, to be able to report this, and if determined to meet the requirements established in this ACL, to have the stolen benefits promptly restored into their EBT account. The protocol includes a reporting

form, timelines for county review, instructions regarding when a referral for investigation is made, and notice of action language.

All cash assistance programs that use the EBT system to issue benefits are subject to the requirements stipulated in the AB 2035 statute and Welfare and Institutions Code section 10072. Those cash programs currently include: California Work Opportunity and Responsibility to Kids (CalWORKs) and all Welfare to Work supportive services, Refugee Cash Assistance (RCA), Cash Assistance Program for Immigrants (CAPI) and county administered General Assistance/General Relief (GA/GR) in counties that chose to distribute GA/GR using EBT.

AB 2035 repayments are reimbursed using 100% percent State General Fund dollars. However, GA/GR benefits are county funded, and AB 2035 repayments must remain county funded and are not eligible for reimbursement using State General Fund dollars.

The AB 2035 statute does not apply to food benefits issued via the CalFresh and California Food Assistance Program (CFAP). If a recipient believes that their CalFresh or CFAP benefits have been stolen as a result of electronic theft, they are to call the California EBT Customer Service Helpline to report the stolen benefits and file a dispute claim.

### **AB 2035 Reporting Process**

There are two ways the recipient will report the possible electronic theft:

1. Recipient contacts the California EBT Customer Service Helpline, which will explain the reporting process and refer the recipient to his/her County Welfare Department (CWD) for additional information and submission of the EBT 2259 (Attachment 1). The Customer Service Representative (CSR) will provide a Dispute Claim Number to the recipient. The CSR will deactivate the recipient's EBT card and issue a new one; or
2. Recipient contacts the CWD directly. CWD staff will explain the AB 2035 reporting process to the recipient, provide the EBT 2259 form, and inform the recipient to also contact the EBT Customer Service Helpline to report the stolen benefits and file a cash dispute claim. The CWD staff will deactivate the recipient's EBT card and issue a new one.

### **Report of Electronic Theft of Cash Aid Form (EBT 2259)**

The EBT 2259 will be used by recipients to report claims of electronic theft and must be filled out completely, including a police report number, and recipient signature and date. See Attachment 1. The EBT 2259 includes an instruction page to assist the recipient in completing the form. The instruction page also includes helpful tips for recipients, including how to keep their EBT card and Personal Identification Number (PIN) safe in order to help prevent electronic theft.

The recipient is required to file a police report, unless there is good cause. If the recipient does file a police report, s/he is required to write the police report number on the EBT 2259. A temporary police report number is also acceptable on the EBT 2259. However, the recipient is not required to attach a copy of the police report to the EBT 2259.

The CWD staff may have to assist the recipient in completing the EBT 2259, including how to file a police report. This may include providing information about the location of the local police station, providing the local non-emergency police telephone number, and how to file a police report online, if available. CWDs may provide a telephone for a recipient's use to call the police department or the Customer Service Helpline.

Upon receipt of the EBT 2259, CWD staff shall review the EBT 2259 to ensure the recipient has provided complete information. The CWD staff shall review the case file and, if provided by the recipient, the police report. If necessary, CWD staff should ask questions regarding the recipient's stolen benefits claim in order to complete the EBT 2259.

CWD staff will also review the recipient's file to see if they have had any other EBT 2259 filings within the last year and take appropriate actions (please see page 5 of this ACL section Program Integrity, Referrals for Investigation). All EBT 2259 filings must be tracked individually to meet these referral requirements.

### **Good Cause (Police Report Filing)**

The following are examples of good cause for not filing a police report:

- The police department is not taking reports for identity theft and/or financial fraud.
- The police report form is not available in the recipient's native language and the police department does not have non-English speaking interpretive services.
- There is a fee to file a police report.
- The police department fails to provide disability accommodations.
- The recipient is required to file a police report in person and one of the following applies:
  - The recipient does not have transportation;
  - The recipient does not have money for gas, parking or a bus pass;
  - The recipient's participation in welfare-to-work or work activities would be impacted if they were required to submit an in-person report.

### **Recipient Timeframe for Filing a Claim**

The recipient should report the theft as soon as it occurs. However, claims filed under AB 2035 are subject to the 90 calendar day time frame set forth under EBT regulation (MPP section 16-705.4). Therefore, the recipient must contact the CWD, Customer Service Helpline, and complete an EBT 2259 within 90 calendar days from the date of the electronic theft transaction in order to be eligible for an AB 2035 repayment.

### **AB 2035 Payment Process**

Upon receipt of a fully completed EBT 2259, CWD staff has 10 business days to issue an AB 2035 repayment. See page 5, for exceptions to this timeframe. The AB 2035 repayment will not be counted as income or property in the month paid or in the next month.

After submission of a fully completed EBT 2259, and before issuing the AB 2035 repayment, the CWD staff will check the Electronic Payment Processing Information and Control (EPPIC) system each work day to determine if the cash dispute claim has been denied or approved by the State EBT Vendor. The State EBT Vendor has 25 calendar days to issue an approval or denial for the cash dispute claim. The EPPIC system provides EBT transaction activity for individual cases. Also, CWD staff may check the Statewide Automated Reconciliation System (SARS) "Claim Activity Report." This report lists the status of the State EBT Vendor cash dispute claims (i.e. new, approved or denied).

- Cash dispute claim approved: If the cash dispute claim has been approved by the State EBT Vendor, the CWD shall not issue the AB 2035 repayment, as the recipient has already been reimbursed by the State EBT Vendor. If a claim is approved, the recipient will receive an automated phone call from the State EBT Vendor that their EBT account has been credited.
- Cash dispute claim denied before 10 business days: If the claim is denied by the State EBT Vendor before the 10th business day after the CWD has received the completed EBT 2259, the CWD shall, if applicable, issue the AB 2035 repayment immediately.

Note: In most instances, the State EBT Vendor denies electronic theft claims when it appears that a legitimate EBT card and PIN was used to perform the cash transaction. The State EBT Vendor only investigates and makes benefit adjustments for system errors. The vendor does not investigate or determine electronic theft transactions.

- No cash dispute resolution within 10 business days: If the claim has not been approved or denied by the State EBT Vendor within 10 business days from the date the CWD has received the completed EBT 2259, the CWD shall, if applicable, issue the AB 2035 repayment no later than the 10th business day.

For more information on how to review the EPPIC or SARS data, see Attachment 2.

### **Overpayments**

The CWDs must continue to check EPPIC or SARS for 25 calendar days from the date of the cash dispute claim to verify whether the State EBT Vendor has approved or denied the recipient's cash dispute claim. If the cash dispute claim is approved after a CWD has issued the AB 2035 repayment, the second cash issuance is an overpayment. The county will need to establish the overpayment, issue a Notice of Action, and begin collection of the ineligible amount in accordance with MPP section 44-352.421. This shall be treated as an administrative error overpayment. In addition, an EBT cardholder can voluntarily elect to reimburse all or a portion of the overpaid funds to the CWD in a lump sum (i.e. Voluntary Cash Recovery) in accordance with MPP section 44-351.

An overpayment cannot be avoided if the AB 2035 repayment is made before the EBT Vendor approves the cash dispute claim, as EBT rules do not allow the State EBT Vendor to stop the payment from being applied to the recipient's EBT account. However, it is anticipated that these types of overpayments will rarely occur.

### **Program Integrity**

#### **Referrals for Investigation**

A referral for investigation shall be made when the CWD staff determines that based upon an observation of conditions, knowledge of the case, or other sources of information provide reason to suspect that fraud exists or has been attempted (MPP section 20-003.1).

Additionally, dollar and frequency thresholds have been established to determine when to make a referral for investigation. These thresholds do not preclude other situations or criteria the CWDs and/or SIUs may determine necessitate a referral for investigation.

- The CWD staff is required to make a referral for investigation when the following occurs:
  - An AB 2035 claim is equal to or exceeds \$1,000 and the claim amount is over the Maximum Aid Payment (MAP) for the assistance unit.
  - or
  - More than one (1) AB 2035 approved claim has been processed during a six (6) month period.

- The CWD shall make a referral for investigation and pend the AB 2035 repayment for up to 25 calendar days, as follows:

- When three (3) or more AB 2035 claims are filed within a 12 month period.

Note: If the Special Investigations Unit (SIU) determines that an investigation will not be initiated, the AB 2035 repayment will be issued immediately but no later than 25 calendar days from receipt of the completed EBT 2259.

- If the AB 2035 repayment is pending and the SIU determines an investigation will be initiated, CWD staff will monitor the status of the investigation and:
  - If the investigation is completed within 25 calendar days and the claim is determined to be fraudulent, an AB 2035 repayment will not be issued.
  - If the investigation is completed within 25 calendar days and the SIU determines that fraud did not occur, the AB 2035 repayment shall be issued immediately upon completion of the investigation, but no later than the 25th day.
  - If the investigation is not completed within 25 calendar days, the AB 2035 repayment must be issued by the 25th day, while the investigation is still ongoing.
  - If the investigation results show evidence of fraud, the CWD shall pursue appropriate administrative actions.

### High Dollar Claims

An AB 2035 claim that is equal to or exceeds \$2,000 may require an extensive review and/or investigation of the case. Thus counties are not required to issue the AB 2035 repayment until case specific facts have been gathered to allow the CWD to make an informed determination of whether to approve or deny the claim.

The county should issue the AB 2035 repayment immediately if the review or investigation determines the repayment is appropriate. The review of these claims should be given priority, referred for investigation if necessary and completed as soon as administratively possible.

### **Notices of Action**

Four new Notices of Action have been developed for AB 2035 cases. The first notice, EBT Replacement Approval, shall be used when an AB 2035 repayment is approved. The second notice, EBT Replacement Denial, shall be used when an AB 2035 repayment is denied (M44-350). The third notice, (M44-350) Notice of Overpayment, shall be used when an AB 2035 overpayment occurs (M44-350). The fourth notice, EBT Replacement Review, shall be for a delayed AB 2035 repayment pending county review. See Attachment 3.

### **Camera-Ready Copies and Translations**

For camera-ready copies of the EBT 2259 in English and Spanish, contact the Forms Management Unit at [fmudss@dss.ca.gov](mailto:fmudss@dss.ca.gov). The EBT 2259 can also be obtained by recipients via the EBT Project website at [www.ebtproject.ca.gov](http://www.ebtproject.ca.gov). For questions on translated materials, please contact Language Services at (916) 651-8876. Until translations are available, counties shall send the English version of the form or NOA, along with the GEN 1365 - Notice of Language Services and a local contact number, to recipients who have elected to receive the materials in languages other than English.

The CWDs shall ensure that effective bilingual services are provided. This requirement may be met through utilization of paid interpreters, qualified bilingual employees, and qualified employees of other agencies or community resources. These services shall be provided free of charge to the applicant/recipient. In the event that CDSS does not provide translations of a form, it is the county's responsibility to provide the translation if an applicant or recipient requests it. More information regarding translations can be found in MPP Section 21-115. This ACL and other CDSS Letters and Notices are available on the internet at: <http://www.dss.cahwnet.gov/lettersnotices/default.htm>. English and Spanish version of the notices of action can be found on the CDSS web page at: <http://www.dss.cahwnet.gov/cdssweb/entres/forms/English/EBT2259.pdf>. For questions on English or Spanish forms, please call Forms Management Unit at (916) 657-1907. For copies of this form in other languages, you may go to the CDSS web page at: [http://www.dss.cahwnet.gov/cdssweb/FormsandPu\\_274.htm](http://www.dss.cahwnet.gov/cdssweb/FormsandPu_274.htm). Translated materials are posted on a flow basis as soon as they are completed. For questions on translated materials, please contact CDSS Language Services at (916) 445-6778.

### **EBT Benefit Type Code**

A new EBT benefit type code has been established and shall be used when issuing AB 2035 repayments. The EBT benefit type information is:

Benefit Type Name: Electronic Theft Replacement Cash Benefits (ETRCB)

Benefit Type Code: ETRCB

Aid Code: No state issued aid code

AB 2035 repayments shall be issued through Statewide Automated Welfare System (SAWS). The AB 2035 repayment must not be issued using the original aid code.

### **Fiscal Claiming Instructions**

Claiming instructions for AB 2035 payments will be issued via a County Fiscal Letter, under separate cover.

### **Security Breaches**

AB 2035 and WIC 10072 (g)(3) gives authority to CDSS to reinstate benefits immediately for breaches of security known by CDSS, without the need for recipient reporting and verification.

In these isolated situations, CDSS will immediately be in contact with the county and consortia staff and will provide further instructions. Impacted recipients will be notified that their benefits have been restored.

### **CDSS Contact**

It is asked that CWD staff continue to contact Lucy Hildebrand at (916) 653-8421, [Lucy.Hildebrand@dss.ca.gov](mailto:Lucy.Hildebrand@dss.ca.gov) or the EBT Welfare Technology Unit at (916) 654-2125 upon receipt of the EBT 2259, so that the Department can track trends in electronic theft, improve the reporting process for electronic theft, answer any questions regarding the applicability of AB 2035 and maintain program integrity.

Sincerely,

### ***Original Document Signed By:***

TODD R. BLAND  
Deputy Director  
Welfare to Work Division

Attachments



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## INSTRUCTIONS TO REPORT ELECTRONIC THEFT OF CASH AID

If you think you are a victim of electronic theft of your Electronic Benefit Transfer (EBT) cash aid benefits, call the toll-free California EBT Customer Service number.

⇒ EBT Customer Service is open 24 hours a day, 7 days a week: **1-877-328-9677**

You may get your EBT cash aid benefits replaced if:

- You had your EBT card with you when cash aid benefits were stolen from your EBT account.
- You called the California EBT Customer Service Helpline and reported your lost cash benefits to an EBT Customer Service Representative. Customer Service will give you a dispute claim number. Write this number on the Report of Electronic Theft of Cash Aid form EBT 2259.
- You file a police report about your stolen cash aid benefits.
- You completely fill out the EBT 2259 and give it to your county worker.
- You write the police report number on the EBT 2259 or tell the county worker why you could not file a police report.

Instructions for filing a police report:

- Contact your local city or county police department. **DO NOT CALL 911.** Look for a non-emergency phone number for the police department.
- You may be able to file a police report by phone, in person, or on the police department's website. Check your local police department for how to file a report.
- The police report will have a file number. Keep a copy of this number. You need to write it on the EBT 2259.
- You can waive the police report filing if you have good cause. Please call your county worker and explain your good cause for not filing a police report, so a good cause review can be made.
- **Report of EBT electronic theft and any future claims may be referred for investigation.**

EBT cash aid benefits **cannot** be replaced if:

- You do not turn in a completed EBT 2259 within 90 calendar days from the date of the electronic theft transaction.
- Your EBT card has been **lost or stolen** and/or you gave your Personal Identification Number (PIN) and/or your EBT card number to anyone.

Please call your county worker or go to your local county welfare office if you have questions or need help filling out the EBT 2259.

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## ELECTRONIC BENEFIT TRANSFER (EBT) IMPORTANT INFORMATION

- If your EBT card was lost/stolen report it immediately to EBT Customer Service at 1-877-328-9677, so they can cancel your card and give you a new one.
- Electronic theft is a form of identity theft. Keep your EBT card and Personal Identification Number (PIN) safe! Keep your PIN secret!
- Do not carry your social security number (SSN) with you.
- **NEVER** enter your PIN if you think someone is watching you. Someone might steal your EBT benefits if they know your EBT card number and PIN.
- Cover the EBT machine's keypad with your hand when entering your PIN.
- **NEVER** tell your PIN to a store clerk, even if they ask for it. If you need help using your card, you may want to consider having someone you can trust listed as your authorized representative. Contact your county worker to set this up.
- You can change your PIN anytime by calling EBT Customer Service at 1-877-328-9677 or by going into your local county welfare office.
- Your PIN number should not be 1234, 1111 or 0000. These PINs are easy for thieves to guess.
- If you have other EBT cardholders in your household remind them to keep their EBT cards and PINs safe too. Someone who knows your card number, SSN, and your date of birth may be able to change your PIN.
- If your EBT card does not work, do not continue to swipe your card through the EBT machine. This is how some electronic theft occurs.
- Whenever possible, do not shop at a store you believe may be stealing your information or benefits.
- **DO NOT** use your EBT card at an ATM or EBT machine that looks like it has been damaged or tampered with, it may be stealing your EBT card information and PIN.
- If you no longer want to use EBT for your cash benefits, you can have them directly deposited into your bank account. Contact your county worker or local county welfare office to get more information.
- Please report any suspicious EBT activity to the fraud hotline at 1-800-344-8477.

# REPORT OF ELECTRONIC THEFT OF CASH AID

Instructions: Fill out this form completely and return it to your county worker.

## RECIPIENT INFORMATION

FIRST NAME	LAST NAME	EBT CARD NUMBER
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STREET/P.O. BOX

CITY	STATE	ZIP CODE
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PHONE NUMBER	EMAIL
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### I believe my cash aid benefits were stolen.

I have had my EBT card with me at all times:  Yes  No

I last used my EBT card on \_\_\_\_\_ at \_\_\_\_\_  
DATE LOCATION

for \$ \_\_\_\_\_ .  
AMOUNT

I believe I know who stole my benefits:  Yes  No

*If yes, please write below the name, relationship, address and phone number of the person(s):*

\_\_\_\_\_

\_\_\_\_\_

I gave my personal identification number (PIN) or EBT card number to someone else:  Yes  No

*If yes, please write below the name(s), relationship(s), addresses and phone numbers of the person/people you gave your PIN or EBT card number to:*

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

I filed a police report on \_\_\_\_\_ . I reported \$ \_\_\_\_\_ was stolen.  
DATE AMOUNT

Police Report # \_\_\_\_\_

Name of Police Department: \_\_\_\_\_

**REPORT OF ELECTRONIC THEFT OF CASH AID**

**Please list all electronic theft cash transactions below, if known:**

DATE	AMOUNT	NAME OF STORE	ADDRESS OF STORE	DISPUTE CLAIM # (if known)
	\$			
	\$			
	\$			
	\$			
	\$			
	\$			
	\$			
<b>TOTAL</b>				

If you have any additional information or details, please provide below:

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**I declare under penalty of perjury under the laws of the United States of America and the State of California that the information I have given on this form is true, correct, and complete to the best of my knowledge. I understand that if I, knowingly, give wrong information or leave out information that I know to be true and I get cash aid that I am not eligible for, I will be responsible for repayment, I can be disqualified from getting cash aid, I can be fined and I can be charged with a crime.**

SIGNATURE OF RECIPIENT	DATE
SIGNATURE OF CARDHOLDER (IF DIFFERENT FROM RECIPIENT)	DATE

**COUNTY USE ONLY/FAX COPY TO CDSS: (916) 657-2207**

CASE NAME:	COUNTY:	CASE NUMBER:	DATE RECEIVED:
COUNTY WORKER NAME:	WORKER PHONE NUMBER:	WORKER EMAIL:	

## **Attachment 2**

### **Cash Dispute Claim Tracking**

#### **Adjustment Number and Dispute Claim Number**

CWDs shall monitor Statewide Automated Reconciliation System (SARS) or Electronic Payment Processing Information and Control (EPPIC) on a daily basis for status of the Xerox cash dispute claim, in order to determine if an AB 2035 payment is applicable.

#### **Adjustment Number:**

The adjustment number referenced in the SARS Claim Activity Detail Report also appears in the EPPIC Transaction Detail screen, in the Adjustment Related section. The adjustment number is needed to reference open, approved or denied claims.

The adjustment number from SARS or EPPIC is a number that CWD staff use to cross reference with the dispute claim number in EPPIC, to verify a cash dispute claim has been filed.

#### **Dispute Claim Number:**

After a claim dispute has been filed via the EBT Customer Service Helpline, the Customer Service Representative (CSR) will provide the recipient with a dispute claim number. The dispute claim number confirms (or acknowledges) that the claimant has filed a claim. The recipient should reference the claim number on the EBT 2259 form.

The dispute claim number is captured in the EPPIC Transaction Detail screen, within the “comment” section at the bottom of the screen. The dispute claim number is prefixed with “SR 1.”

Note: The dispute claim number is not referenced in SARS reports. The dispute claim number is only referenced in EPPIC and on the EBT 2259 form.

If you have any questions regarding the dispute claim number or adjustment number, please contact the EBT Project Office at [ebtoperations@osi.ca.gov](mailto:ebtoperations@osi.ca.gov) or (916) 263-6600.

State of California  
Department of Social Services

Noa Msg Doc No.:Temp WI 10072 Page 1 of 1  
Action : Approval  
Issue: EBT Theft Resolution  
Title: EBT Replacement Approval

Auto ID No.:  
Source :  
Issued by :  
Reg Cite : WIC 10072

Use Form No. : NA 290  
Original Date : 01/01/2013  
Revision Date : New

MESSAGE:

On (date), the County  
replaced \$\_\_\_\_\_ in your EBT cash  
aid account.

HERE IS WHY:

The County has approved your  
request to replace electronically  
stolen cash aid benefits.

If you get another notice about  
this money and you have questions  
call the county.

If you are on cash aid, this amount will not be counted as income or  
property in the month paid or in the next month.

INSTRUCTIONS: Use to notify client when replacement of lost benefits are  
approved due to electronic theft (AB 2035).

State of California  
Department of Social Services

Noa Msg Doc No.: M44-350K Page 1 of 1  
Action : Denial Adjustment  
Issue: EBT Theft Resolution  
Title: EBT Replacement Denial

Auto ID No.:  
Source :  
Issued by :  
Reg Cite : WIC 10072, 44-350

Use Form No. : NA 290  
Original Date : 10/01/02  
Revision Date : 08/30/2013

MESSAGE:

The County has denied your request for replacement of \$\_\_\_\_\_ to your EBT cash aid account.

HERE IS WHY:

[ ] You did not file a police report and you did not tell us you had a good reason.

[ ] You did not file a police report and you claimed you had a good reason, but the county determined you did not.

[ ] Your claim has been investigated and found that electronic theft did not happen.

[ ] You gave your EBT card and/or PIN to someone.

[ ] Your benefits were already replaced.

[ ] You did not file a claim with EBT Customer Service. Please call 1-(877)328-9677 to file a claim.

[ ] You asked for the replacement of cash benefits more than 90 days after the date of the electronic theft.

[ ] Your EBT card was lost or stolen.

If you disagree with this action, you can request a hearing. The back of this notice tells you how. If you do apply for a hearing, you will not be able to get "aid paid pending."

INSTRUCTIONS: To be sent to client when denying their AB 2035 claim.

State of California  
Department of Social Services

Noa Msg Doc No.:M44-350L Page 1 of1  
Action : Inform  
Issue: EBT Theft Overpayment  
Title: Notice of Overpayment

Auto ID No.:  
Source :  
Issued by :  
Reg Cite : WIC 10072, 44-350

Use Form No. : NA 200/NA 1239  
Original Date : 01/01/2013  
Revision Date : 08/30/2013

MESSAGE:

You got too much cash aid. You were overpaid \$\_\_\_\_\_ on (date).

HERE IS WHY:

The overpayment was  
[ ] The county's fault. The EBT company repaid you the stolen benefits after the county had already sent you replacement benefits.  
[ ] Your mistake. The county determined your EBT benefits were not electronically stolen.  
[ ] Your fault. You filed a false report. We may charge you with a crime or you may be disqualified from aid for an intentional program violation.

Your new cash aid amount is figured on this page.

The next page shows you how much cash aid you should have gotten, the total amount you got, how much you owe and how much we will take out of each month's cash aid amount until it is paid back.

You do not have to use any Social Security or SSI benefits you get to repay this overpayment.

WARNING: If you think this overpayment is wrong, ask for a hearing. The back of this page tells how. If you stay on aid, the County can collect an overpayment by lowering your monthly grant. If you go off aid before the overpayment is paid back, the County may take what you owe out of your state income tax refund or take other legal action to collect.

INSTRUCTIONS: Use to notify of an overpayment for AB 2035. Specify the amount owed and the reason for the overpayment. Print on the NA 200 or NA 1239 and show the new cash aid amount on the right hand column. Attach the NA 274 F or G to show the overpayment amount and the correct amount of aid.



State of California  
Department of Social Services

Noa Msg Doc No.:Temp WI 10072A Page 1 of 1  
Action : Informational  
Issue: EBT Theft Resolution  
Title: EBT Replacement Review  
Use Form No. : NA 290  
Original Date : 01/01/2013  
Revision Date : New

Auto ID No.:  
Source :  
Issued by :  
Reg Cite : WIC 10072

MESSAGE:

Your request for replacement of \$\_\_\_\_\_ to  
your EBT cash aid account is being  
reviewed by the county.

HERE IS WHY:

[ ] This is your third electronic theft  
claim in the last 12 months. We will let  
you know if your request has been approved  
or denied within 25 days.

[ ] Your claim is for \$2000 or more. We  
will let you know if your request has been  
approved or denied.

INSTRUCTIONS: Use to notify client when replacement of lost benefits will be  
delayed due to a county review of AB 2035 eligibility.