



## General Information System (GIS) Message

### Section 1

<b>Transmittal:</b>	25DC032 Upstate
<b>Date:</b>	April 29, 2025
<b>To:</b>	Subscribers
<b>Suggested Distribution:</b>	Commissioners, SNAP Directors, TA Directors, CAP Coordinators, Staff Development Coordinators, Fraud Directors, Fair Hearing Staff, WMS Coordinators
<b>From:</b>	Valerie Figueroa, Deputy Commissioner, Employment and Income Support Programs
<b>Subject:</b>	myBenefits release of LDSS-5215: "Request for Replacement of Stolen Supplemental Nutrition Assistance Program (SNAP) and/or Temporary Assistance (TA) Cash Benefits"
<b>Effective Date:</b>	Immediately
<b>Contact Information:</b>	Temporary Assistance Bureau: (518) 474-9344 or <a href="mailto:tabureau@otda.ny.gov">tabureau@otda.ny.gov</a> SNAP Policy Bureau: (518) 473-1469 or <a href="mailto:SNAPBureau@otda.ny.gov">SNAPBureau@otda.ny.gov</a>
<b>Attachments:</b>	N/A

### Section 2

The purpose of this GIS is to advise social services districts (districts) that the LDSS-5215: "Request for Replacement of Stolen Supplemental Nutrition Assistance Program (SNAP) and/or Temporary Assistance (TA) Cash Benefits" is now available online through [myBenefits](#). The online request form is available in all 13 required languages.

Individuals in Rest of State (ROS) districts may now log into their myBenefits account to access, complete and submit the request form for replacement of electronically stolen (skimmed) benefits.

Once an individual completes and submits the online version of the replacement request form, the district can view and access the completed request form via the myWorkspace Undercare

Inbox using the Search For dropdown: “Benefit Replacement.” For more information see myBenefits/myWorkspace/IEDR Release Notes [24.4.1](#).

Individuals may request replacement of either SNAP or TA cash benefits using this form. However, SNAP benefits stolen after December 20<sup>th</sup>, 2024 are not able to be replaced. Districts are reminded to continue to accept and determine SNAP replacement claims according to procedures described in [GIS 24DC82](#), and to retain a record of denied claims in the event that any retroactive replacement is authorized.

## **Additional Information**

The [EBT Scam Alert webpage](#) has been updated to direct individuals to the online request form.

Guidance on the replacement procedure for SNAP and TA cash benefits can be found in [23-ADM-07](#) and [GIS 24DC82](#).

Districts are reminded to widely promote the availability of the EBT Card Freeze feature, as described in [24DC075](#), to assist individuals in protecting their benefits from theft.

Please contact your TA Bureau liaison for Temporary Assistance related questions or concerns, and your SNAP Bureau liaison for any SNAP related concerns.