



Office of Temporary and Disability Assistance

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General Information System (GIS) Message

Section 1

Transmittal:	25DC058 Upstate and New York City
Date:	September 3, 2025
To:	Subscribers
Suggested Distribution:	Commissioners, SNAP Directors, TA Directors, Fraud Directors, CAP Coordinators, Staff Development Coordinators, Fair Hearing Staff, WMS Coordinators
From:	Valerie Figueroa, Deputy Commissioner, Employment and Income Support Programs
Subject:	Termination of Application Process for Replacement of Stolen Supplemental Nutrition Assistance Program (SNAP) Benefits
Effective Date:	Immediately
Contact Information:	SNAP Bureau at 518-473-1469 or SNAPBureau@otda.ny.gov
Attachments:	N/A

Section 2

The purpose of this GIS is to inform social service districts (districts) that Households will no longer be able to submit requests for the replacement of stolen SNAP benefits beginning October 1, 2025. This termination does not affect the application/replacement process for Public Assistance (PA) cash benefits. Additionally, districts must continue to advise households about the EBT Card Freeze feature and other security measures to help protect benefits against theft.

Section 3

Background

In August 2023, OTDA released [23-ADM-07 - Replacement Procedure for SNAP and/or TA Benefits Stolen via Skimming, Cloning, Phishing, or Other Fraudulent Methods](#) to establish procedures to replace SNAP and/or PA cash benefits that were stolen through electronic means. On December 20th, as described in [24DC82 Expiring Federal Authority to Issue SNAP Replacement Benefits, and updates to Temporary Assistance \(TA\) Replacement Benefits, for Benefits Stolen via Electronic Means Such as Skimming, Cloning, Phishing or Other Fraudulent Methods](#) the federal authority to replace stolen SNAP benefits lapsed and districts were no

longer permitted to issue replacement SNAP benefits for theft that occurred on or after December 21, 2024.

Even though the authority to replace stolen SNAP benefits has ended, districts were instructed in [24DC082](#) to continue to accept applications, and to issue replacement SNAP benefits for valid claims, while denying those that were not eligible for replacement.

The United States Department of Agriculture (USDA) recently advised OTDA that states must cease accepting applications for replacement of stolen SNAP benefits. Therefore, New York has set September 30, 2025 as the last date that households can access and submit either the online or paper application for the replacement of stolen SNAP benefits. Households will still be able to submit applications for replacement of stolen PA cash benefits.

District Action

Beginning on October 1, 2025, the [LDSS-5215 - Request for Replacement of Stolen SNAP or TA Benefits](#), as well as the myBenefits online application as announced in [25DC032 - myBenefits release of LDSS-5215: "Request for Replacement of Stolen Supplemental Nutrition Assistance Program \(SNAP\) and/or Temporary Assistance \(TA\) Cash Benefits"](#) will be revised to eliminate the SNAP sections and allow only for requests to replace stolen PA cash benefits.

For any SNAP replacement requests received through September 30, 2025, districts will have 30 days to process these applications and will no longer be able to issue any SNAP replacement benefits after 10/30/25.

However, the SNAP payment and CNS codes will continue to be available if a Decision After Fair Hearing (DAFH) directs the district to reverse a denial of a household's request for replacement of stolen SNAP benefits. The codes will continue to be available for this purpose only.

Districts may consult [24DC082](#) and [25DC032](#) for replacement limits and other procedures specific to replacement of PA cash benefits.

Systems Implications

Beginning on **October 1, 2025**, the following systems and forms changes will take effect:

- The **myBenefits online application** will no longer have sections to request replacement for stolen SNAP benefits and will be used for replacement of stolen PA cash benefits only.
- The **LDSS 5215** will be reissued to no longer have sections to request replacement for stolen SNAP benefits and will be used for replacement of stolen PA cash benefits only.

Beginning on **October 31, 2025**, the following systems and forms changes will take effect:

- **SNAP Payment Type Q7** should no longer be used to issue any benefits with the rare exception of fulfilling a Fair Hearing decision that requires the issuance of replacement benefits.
- **CNS Reason Codes X07** (SNAP Skimmed Benefits Issuance – Approval) and **X08** (SNAP Skimmed Benefits Issuance – Denial) should no longer be used, unless issuing or denying replacement benefits as a result of a fair hearing decision.
- The **LDSS-5222**: “Action Taken on your Request for Replacement of Stolen Supplemental Nutrition Assistance Program (SNAP) Benefits” will be eliminated.

Public Messaging

In September, the OTDA website will be updated to advise households of the pending deadline to submit any valid requests for SNAP replacement benefits before the 9/30/25 deadline.

The OTDA Website will be revised on 10/1/25 to alert households that applications for replacement of stolen SNAP benefits can no longer be submitted, but replacement of stolen PA Cash benefits will continue to be available.

Protecting SNAP and PA Benefits from Theft

Even though replacement SNAP benefits are no longer available, benefit theft continues to be a problem in New York and across the country. It is essential that districts continue to educate clients about the risk of electronic benefit theft, and ways to keep their benefits safe.

EBT Card Freeze feature

The most important way to protect benefits is to use the EBT Card Freeze feature as described in [24DC075 - Update on Common Benefit Identification Card \(CBIC\) Card Freeze Feature](#).

Districts should provide [Pub-5261 Safeguard Your Card - New EBT Freeze Card Feature is Available](#) to clients and display in waiting areas.

Additional important measures to protect benefits are described on the [EBT Scam Alert webpage](#). These measures include:

1. Inspect Point of Sale (POS) device or other machines before swiping EBT card.
 - a. Display [Pub 5210 - Protect Yourself from EBT Skimming Flyer - English & Spanish](#) and/or [Safeguard Your Card Poster](#)
2. Protect card and Pin.
 - Never share your PIN with anyone.
 - Always cover the keypad when entering PIN on POS device.
 - Change PIN frequently.
 - Do not use a PIN that is easy to guess (ex: 1234).

3. Monitor EBT Account regularly for unauthorized transactions.

Please contact your SNAP or PA liaison for any questions.