

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/odhs/pages/office-finder.aspx?serviceid=22>
- **Call** 800-699-9075
- **Email a completed request form to** Oregon.Benefits@odhsoha.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/odhs/food/Pages/snap-replacement.aspx>

