

<Return Address>
<Address>
<Address>



<Client Name>
<Address>
<Address>

READ CAREFULLY

Important Information About Your Electronic Benefit Transfer Card

<Date>

Dear <Client Name>,

Our records indicate that you have ordered an excessive number of Electronic Benefit Transfer (EBT) Cards in the past several months. You have received <#> replacement cards in the last twelve months.

Because of the high number of replacement cards you have ordered, your EBT activity will now be looked at closely by the EBT Risk Management Unit. When you applied for benefits you agreed not to do any of the following:

- Give false, incorrect or incomplete information;
- Trade, sell or alter your EBT Card or your PA ACCESS Card;
- Use someone else's EBT or PA ACCESS Card;
- Use your Supplemental Nutrition Assistance Program (SNAP, Food Stamp) benefits to buy ineligible items such as alcoholic drinks, tobacco or any non-food items;
- Use your SNAP (Food Stamp) benefits to buy drugs or controlled substances, firearms, ammunition or explosives; or
- Use your SNAP (Food Stamp) benefits to pay for food already received, or use your SNAP (Food Stamp) benefits to purchase food on credit.

Please remember that your EBT card does not have an expiration date. You can use the same EBT Card from month to month.

If you keep ordering replacement cards, you may be asked to speak with a caseworker and provide an explanation. If you do not give a good reason, the Office of Inspector General may start an EBT fraud investigation into the possible illegal use of your SNAP (Food Stamp) benefits.

If you have any questions about this letter, please contact the Department of Human Services Helpline at 1-800-692-7462.

Respectfully,

EBT Risk Management Unit