



**Press Contact:**  
Ryan Nugent  
Director of Communications  
Phone: (340) 725-4924  
ryan.nugent@dhs.vi.gov

**For Immediate Release: September 23, 2024**

## **Reminder: Deadline Approaching for Filing SNAP Reimbursement Claims for Stolen Benefits**

The USVI Department of Human Services (VIDHS) is reminding SNAP households that the deadline to file reimbursement claims for stolen SNAP benefits due to card skimming, cloning, or other fraudulent activities is **September 30, 2024**. This applies to stolen benefits between October 22, 2022, and September 28, 2024.

**Important:** SNAP households that shared their EBT card PIN, resulting in stolen benefits, are not eligible for reimbursement under this program.

### **Claim Submission Process:**

1. **Complete the Request for Stolen SNAP Benefits Application.** Application is available at all the EBT Issuance offices throughout the USVI territory and DHS web site.
2. **Submission Methods:** Application forms can be dropped off in person, or emailed, using the contact information provided below.

DHS would like to remind SNAP recipients that filing a false claim for the replacement of electronic stolen benefits will result in the department initiating an investigation, which can lead to disqualification from future participation in the Supplemental Assistance Nutrition Assistance Program.

### **Please contact the Issuance Unit Offices (EBT) with any questions at:**

St. Croix – Phone: (340) 772-7103, (340) 772-7100 ext. 7025 , ext.

St. Thomas – Phone: (340) 774-0930 Ext. 4390

St. John – Phone: (340) 776-6334

### **Options to contact our offices and/or to return your documents:**

#### **St. Croix**

In person at 41-B Mars Hill, Frederiksted, VI 00820

E-Mail [certoffice.stx@dhs.vi.gov](mailto:certoffice.stx@dhs.vi.gov)

#### **St. Thomas / St. John**

In person at 1303 Hospital Ground, St. Thomas, VI 00802

E-Mail [certoffice.stt@dhs.vi.gov](mailto:certoffice.stt@dhs.vi.gov)

#### **St. Thomas / St. John**

In person at 1303 Hospital Ground, St. Thomas, VI 00802

E-Mail [certoffice.stt@dhs.vi.gov](mailto:certoffice.stt@dhs.vi.gov)

The Department of Human Services (VIDHS) exists to provide social services to members in our community with diverse needs. In times of national uncertainty and hardship we act as a safety-net and exist to inspire hope and empower change through non-judgmental, quality delivery of needed services and resources. Please visit the Department of Human Services website, [www.dhs.gov.vi](http://www.dhs.gov.vi) or on Facebook (<https://www.facebook.com/usvidhs>).

*The Bryan-Roach Administration is investing in the Territory's people, infrastructure, and future through transparency, stabilizing the economy, restoring trust in the government, and ensuring that recovery projects are completed as quickly as possible. Visit [transparency.vi.gov](http://transparency.vi.gov).*

###