



Press Contact:
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Deadline Approaching: File Your SNAP Reimbursement Claims for Stolen Benefits.

The USVI Department of Human Services (VIDHS) is reminding SNAP households to file reimbursement claims for stolen SNAP benefits which were stolen through card skimming, card cloning, phishing scams, electronic stolen benefits, or other fraudulent methods. This applies to stolen benefits between October 1, 2022, and December 20, 2024.

For SNAP households that have discovered and file a claim resulting from benefits which were stolen through card skimming, card cloning, phishing scams, electronic stolen benefits, or other fraudulent methods from **October 1, 2022, to December 13, 2024, will have 90 days** to file a claim.

The deadline for SNAP households to file claims that occurred between **December 13, 2024, to December 20, 2024, will have 60 calendar days** from the date the household discovered their benefits were stolen to report the claim.

Important:

SNAP households that shared their EBT card PIN in relation to a **phishing scam** are **eligible** for replacement of stolen benefits under this program.

SNAP households that **shared their EBT card PIN**, in relation to other fraudulent methods resulting in stolen benefits, are **not eligible** for reimbursement under this program.

SNAP households that **lost, or had their physical card stolen** are **not eligible** for replacement of stolen benefits under this program.

DHS would like to remind SNAP recipients that filed 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.

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:

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

Hours of operation: 8:00am – 5:00pm

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

St. Thomas / St. John

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

E-Mail 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

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 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.

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