

 <b>Department of Children &amp; Family Services</b> <i>Building a Stronger Louisiana</i>	<b>Division/Section</b>	Family Support
	<b>Chapter No./Name</b>	3 - Electronic Benefits Transfer (EBT) Handbook
	<b>Part No./Name</b>	F - Lost, Stolen or Damaged EBT Cards
	<b>Section No./Name</b>	F-100 Lost, Stolen or Damaged EBT Cards
	<b>Document No./Name</b>	F-110 Reporting Lost, Stolen or Damaged EBT Cards
	<b>Effective Date</b>	February 1, 2021

## I. STATEMENT OF POLICY

It is imperative that EBT cards be deactivated upon notification of the card being lost, stolen or damaged by the recipient. The agency is liable for benefits used between the time an EBT card is reported lost, stolen or damaged and the time the card is deactivated.

## II. PROCEDURES

When a recipient's EBT card is lost or stolen, the recipient should call the Customer Service Help Desk at 1-888-997-1117 to have the card statused/deactivated \* or visit [www.LifeInCheckEBT.com](http://www.LifeInCheckEBT.com) \*\*.

The CSR will verify the recipient's identity by asking the appropriate security questions. The recipient will be advised that once the card is cancelled, it cannot be reactivated if found. The CSR will cancel the card immediately and instruct the recipient to contact the local office to request a replacement card.

If the recipient calls the local office to report a lost, stolen or damaged card, it is the responsibility of the local office to deactivate the card. See policy [F-120](#).

Once the EBT card has been deactivated, the benefits will no longer be accessible with that card, and a replacement card will need to be issued. See policy [D-120](#).

## III. FORMS AND INSTRUCTIONS

There are no forms and instructions associated with this policy.

## IV. REFERENCES

There are no references associated with this policy.