



SNAP 901-1 SNAP Replacement Conditions

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| References: | 7 CFR 274.6 (g) |
| Overview: | GENERAL RULE: When a participating household requests a replacement of SNAP benefits via their Montana Access EBT card, the OPA Case Manager must evaluate the circumstances surrounding the request and determine whether or not a replacement is appropriate. The following condition(s) must exist before a replacement of benefits may be authorized. |
| Policy: | REPORTED AFTER RECEIPT SNAP benefits may be replaced via the Montana Access EBT card if the participating household reports: <ol style="list-style-type: none">1. Food items purchased with the EBT card were destroyed resulting from a household misfortune or disaster such as food spoiled from a refrigerator or freezer not working due to a power outage or food items destroyed by a flood or fire.2. Participant phones Customer Service and reports their Montana Access EBT card as lost or stolen. The Customer Service desk fails to cancel the card, subsequently; someone other than the participant uses the benefits. |
| Date Revised | October 2009 |