



SNAP 903-1 ISSUANCE Montana Access Card (EBT) Replacements

Supersedes: SNAP 903-1 (01/01/2017)

Reference: 7 CFR 274.6 (b)

Overview: The State agency shall make replacement EBT cards available by placing the card in the mail within two business days following notice by the household to the State agency that the card has been lost, stolen or damaged and by verifying their address for a replacement card. Clients or Authorized Representatives must call 1-866-850-1556 to report their card lost, stolen, or damaged. If the address on file is not the same as their current address, they will need to update their address with the state agency prior to receiving a replacement card. Address updates can be made by going to the local OPA office, notifying the OPA via mail or email, calling the PAHL, updating it on the apply.mt.gov website.

Montana Access EBT cards are not deliverable when:

1. The client fails to give a complete address.
2. The client moves prior to receiving their Montana Access EBT card.
3. The eligibility staff member transposes a number in the address.
4. The eligibility staff member fails to make a change to an existing address on a case that was previously open to benefits; or,
5. The client is living with a friend or relative and they have not notified the Postal Service that they are now residing at that address.

NOTE: It is very important to enter the current correct address when registering an application. During the interview the eligibility staff member should discuss the applicant's mailing address to ensure the address screen correctly reflects the current mailing address.

Effective date: 4.17.26