

14411, (eff 10-24-25)

PART He-W 671 ISSUANCE OF ASSISTANCE PAYMENTS

Readopt with amendment He-W 671.01, effective 4-20-21 (Document #13190), to read as follows:

He-W 671.01 Electronic Benefit Transfer (EBT).

(a) Financial assistance payments shall be issued through the electronic benefit transfer (EBT) system when the individual or authorized representative (AR) has elected not to receive these benefits via electronic funds transfer (EFT) as described in He-W 671.02.

(b) An individual receiving financial assistance payments through the EBT system shall:

(1) Obtain an EBT card through:

- a. The district office; or
- b. The mail;

(2) Activate the EBT card by selecting a personal identification number (PIN) through an automated method made available through the department's EBT contractor;

(3) Access the EBT cash account with the EBT card using the PIN; and

(4) Be responsible for the security of the EBT card and PIN.

(c) An individual or AR obtaining an EBT card at the district office shall present proof of identity before being given the EBT card.

(d) Financial benefits which have not been accessed by the individual for a period of 90 calendar days after the date the benefits were issued shall be considered no longer available to the individual and permanently removed from the EBT account.

(e) EBT financial benefits shall not be replaced by the department unless they are stolen through card skimming, card cloning, or similar fraudulent methods, as described in He-W 671.05.

(f) An individual shall request a replacement EBT card through:

(1) The department's EBT contractor, whose phone number shall be provided by the department; or

(2) The district office.

(g) Fees charged by the EBT contractor for individual use of the EBT account shall be automatically deducted from the individual's EBT account.

(h) The department shall provide the individual with notification of the fees described in (g) above, upon request.

Adopt He-W 671.05 to read as follows:

He-W 671.05 Electronic Stolen Benefit Replacement.

14411, (eff 10-24-25)

(a) Electronic benefit transfer (EBT) financial benefits shall be replaced by the department if they are stolen through card skimming, card cloning, or similar fraudulent methods.

(b) Replacement benefits shall be issued if the individual:

(1) Reports the electronic stolen benefits to the department within 30 calendar days from the date the household discovered the transaction; and

(2) Provides, within 10 days of the report, a signed statement attesting to electronic stolen benefits, including the amount of the benefits stolen, the date, time, and location of the fraudulent transactions, and the date, time, and location where they used their EBT card.

(c) Replacement financial benefits shall be issued for the actual amounts stolen or the amount equal to 2 monthly allotments prior to the date the benefits were stolen, or whichever is less.

(d) The department shall not replace electronic stolen benefits more than twice in one federal fiscal year for any household.

(e) Only electronic stolen benefits shall be eligible for replacement. Benefits shall not be replaced if an individual loses their card or gives someone they know their card and personal identification number, even if the EBT card was used without the individual's permission.

(f) The department shall immediately cancel and replace compromised cards when electronic stolen benefits are reported.

APPENDIX

Rule	Specific State or Federal Statute the Rule Implements
He-W 671.01	RSA 161:2, I
He-W 671.05	RSA 161:2, I