

FOR IMMEDIATE RELEASE

December 16, 2022

SNAP EBT AND CASH CARD FRAUD ALERT

Canton, Ohio - Stark County Job & Family Services' Division of Human Services has issued an alert to all Supplemental Nutrition Assistance Program (SNAP) EBT and Cash cardholders regarding statewide fraudulent activity. It has recently been reported that card skimming is being used to steal assistance benefits.

Skimming is a method that involves fitting a "skimmer" over a retailer point of sale device to collect sensitive information. The skimmer appears to be a legitimate keypad and card slide. When a card is swiped, it reads the magnetic strip on the back of the card and steals information such as the cardholder's full name, card number, expiration date, and CVV. The data is transferred from the skimmer to a magnetic strip of a cloned card.

Cardholders should be proactive in protecting their SNAP EBT and Cash card benefits. It is advised to regularly change your PIN and monitor your balance. When using the card, carefully look at the card reader to determine if a skimmer has been fit over it (the card reader will stick out and may be unstable) and be sure to cover the keypad with your hand to stop someone from seeing your PIN. Never share the PIN with another person or through an email, text message, or over the phone.

If you believe your benefits have been stolen, immediately take the following steps:

- Change your PIN
- Request a new card by calling 1-866-386-3071 (SNAP EBT) or 1-866-320-8822 (Cash card)
- Notify our office by calling 330-451-8223 or emailing Stark_Fraud@jfs.ohio.gov
- File a theft report with your local law enforcement agency

For additional information about SNAP, please contact the Division of Human Services at 330-452-4661 or visit StarkJFS.org.

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