

SNAP FRAUD



WARNING!



SNAP SCAMS HAVE BEEN OCCURRING AT AN ACCELERATED RATE ACROSS VIRGINIA.

YOU MAY HAVE BEEN A VICTIM OF THIS FRAUDULENT ACTIVITY IF:

1. YOU DID NOT RECEIVE YOUR MONTHLY BENEFITS
2. YOU HAVE TRANSACTIONS ON YOUR CARD THAT YOU DID NOT MAKE

To review your recent transactions, please call the Customer Service number **on the back of your EBT card**. If you have the ConnectEBT app on your phone, you can review your transactions there as well.

IF YOU CAN CONFIRM YOU HAVE BEEN A VICTIM OF FRAUD, HERE IS WHAT YOU SHOULD DO:

- Email Damian Lane, Fraud Investigator, at damian.lane@alexandriava.gov or call 703.746.5886.
- The email should mention your name, phone number, case number, and that you were a victim of SNAP/EBT Fraud.

PLEASE NOTE: Unfortunately, the funds that have been stolen will not be replaced. We can provide a bag of nonperishable food items and resource list of community partners helping around the community as well.

If you have not done so already, please download the ConnectEBT app from your app store and create an account using your card information.

This app allows SNAP clients to lock their card when it is not being used, which greatly decreases the likelihood of being a victim of this scam in the future.



DEPARTMENT OF
**COMMUNITY &
HUMAN SERVICES**