

EXCESSIVE CARD REPLACEMENT WARNING LETTER

Date _____

Client (head of household) name_____
Address_____
City, State and Zip_____
Household number/County case number

Dear _____,

Our computer records show that you have used four or more new Electronic Benefit Transfer (EBT) cards within the past 12 months. This shows that you may be having a problem with your EBT card and/or there is possible misuse of your CalFresh benefits. You can use the same EBT card every month for as long as you get your food benefits. If you are having a problem with your EBT card, please call the toll free EBT Customer Service Helpline at 877-328-9677 or contact your county worker to learn how to use your card.

It is against the law to do or attempt to do the following: buy, sell, steal or trade EBT cards or CalFresh benefits. All EBT sales and card replacements are monitored by computer. We do this to make sure cards are used correctly and to protect the CalFresh program from abuse. Based on those computer records, we may investigate any misuse of your EBT card. If you are found responsible for the misuse of your EBT card, your benefits may be stopped, you may have to repay benefits, you may be fined, or sent to jail or prison.

To keep your CalFresh benefits, you are reminded that they may only be used to buy food that you and your household eat, or seeds to grow your household's food. You may keep using your EBT card for these purposes. This letter does not change your CalFresh benefits, but the county will put a copy of this letter in your case file.

You don't need to do anything now except make sure you use your benefits correctly. If you have any questions about this letter, please contact _____.
(county contact telephone number)