**ACWDL – October 13, 2017**

**Provision of Replacement Benefits**

Federal regulations provide for the replacement of food lost by individual recipients due to "household misfortune." Household misfortune includes fire, flood, loss of electricity, equipment failure, or other disaster.

To request individual replacement benefits, CalFresh households must report food loss within ten days of the loss – by phone or in person – to be considered timely. This applies unless the household’s county of residence has been approved for an extension of the timely reporting rules. Several California counties have applied for such an extension. CDSS will provide details regarding approval of an extension of timely reporting rules as soon as available.

To receive individual replacement benefits under normal or extended reporting timelines, a household must complete the Replacement and Affidavit/Authorization (CF 303) form, which is an affidavit attesting to the food loss. If a CWD is approved to issue mass replacement benefits, households that have already received individual replacement benefits will be excluded before mass replacement benefits are issued.

**Replacement Electronic Benefit Transfer (EBT) Cards**

CalFresh households may request a replacement EBT card by calling EBT Customer Service at (877) 328-9677. (A card will arrive by mail in approximately five days, excluding Sundays and holidays.) CalFresh households may also obtain more immediate assistance by contacting their local CWD by phone or in person. The CWD will use the contact numbers on the previous page for Sonoma and Napa counties to request a new card printed in the CWD’s location.