

## CHANGE NOTICE FOR MANUAL

**DATE:** August 28, 2023  
**MANUAL:** Food and Nutrition Services Manual  
**TO:** County Directors of Social Services  
**CHANGE NO:** 03-2023  
**SUBJECT:** Policy Updates  
**EFFECTIVE:** **August 28, 2023**

### I. BACKGROUND

The purpose of this change notice for the Food and Nutrition Services (FNS) manual is to update manual section 905 Replacement of Authorized Issuance. Clients that discovered their electronic benefits were stolen prior to the approval of this state plan and reported the theft to NC EBT Center, they will be eligible to receive replacement benefits if they submit a signed affidavit to their county DSS agency by 30 calendar days after the receipt of the affidavit. County DSS agencies will have 30 business days from the receipt of the receipt of the completed and signed affidavit from the FNS unit to validate and issue all claims.

### II. SPECIFIC CHANGES

<b>FNS 905 Replacement of Authorized Issuance</b>	
<b>905.01 Requirement for Replacing Food and Nutrition Services (FNS)</b>	Rename the title and added EBT fraud loss.
<b>905.01 (A)</b>	Added several ways how an FNS units can report and submit affidavits.
<b>905.02 Electronic Benefits Transfer (EBT) Fraud Loss Request</b>	New section added to include different types of how EBT fraud loss can occur and how to request fraud loss.
<b>905.03 Replacing EBT Fraud Loss</b>	New section added to include when fraud loss can be reported and how to calculate the amount of fraud loss can be replaced.
<b>905.04 Documentation and Verification Requirements</b>	Included the new form that will be used for fraud loss, DSS-8644 Affidavit for Replace of Stolen Electronic Benefits and verification requirements.

### III. IMPLEMENTATION INSTRUCTIONS

These changes are effective upon receipt. If you have any questions, please submit them to the Continuous Quality Improvement Team (CQI) [dss.policy.questions@dhhs.nc.gov](mailto:dss.policy.questions@dhhs.nc.gov).

Sincerely,

Madhu Vulimiri, MPP  
Deputy Director  
Division of Child and Family Well-Being  
MV/vd

**Attachment (1)**  
905 Replacement of Authorized Issuance