



SNAP 902-1 ISSUANCE EBT Card Return/Re-mail

Supersedes: SNAP 902-1 (04/01/09)

Reference: 7 CFR 274.12 (g)

Overview: A participating household may request a replacement of their Electronic Benefits Transfer (EBT) card. To replace an EBT card the participant must call Solutran Customer Service at 1-866-850-1556, and report the card as lost, stolen or damaged.

NOTE: Once a participant has phoned Solutran Customer Service to report their EBT card as lost, stolen or damaged, their existing card will be deactivated. At that time, the EBT card is no longer usable.

Montana EBT cards are mailed from Solutran in Texas. Undeliverable EBT cards are returned to the Solutran office in Texas. If no forwarding address is known, the cards will be returned to Solutran. Cards will be held up to 365 days, or when all benefits have been expunged, whichever comes later. SNAP benefits will remain in the account for 365 days before being expunged from the card (905-1).

NOTE: If there is an outstanding SNAP overpayment, any balance remaining on the Montana Access EBT account, up to the balance of the overpayment claim, will be applied toward the claim.

Effective Date: May 19, 2017