



SNAP 903-1 ISSUANCE

Montana Access Card (EBT) Replacements

Supersedes: SNAP 903-1 (04/01/2009)

Reference: 7 CFR 274.6 (b)

Overview: The State agency shall make replacement EBT cards available for pick up or place the card in the mail within two business days following notice by the household to the State agency that the card has been lost, stolen or damaged. The State agency may impose a replacement fee by reducing the monthly allotment of the household receiving a Montana Access EBT replacement card; however, the fee may not exceed the cost to replace the card. Montana has determined the cost of a replacement Montana Access EBT card to be \$2.00. This replacement fee will be charged for all replacement cards issued beginning January 1, 2003. The client's first card will be created and mailed for free upon approval of their application. Any replacements of Montana Access EBT cards will be charged the \$2.00 replacement fee, **regardless** of the circumstances.

The Montana Access EBT card is used to access SNAP and TANF Cash assistance. If the client is receiving SNAP only benefits the EBT system will deduct the \$2.00 fee from the SNAP allotment. If the client is receiving SNAP, TANF Cash assistance and/or child support payments, the system will first attempt to deduct the \$2.00 fee from the SNAP allotment. If there is not a sufficient amount in the SNAP EBT account and the client is receiving TANF Cash or child support payments, the system will deduct the \$2.00 fee from TANF Cash first or child support second. If there is not a sufficient amount of funds in any account, the EBT system will issue the card and deduct the funds at the next benefit issuance.

Montana Access EBT cards are not deliverable when:

1. The client fails to give a complete address;
2. The client moves prior to receiving their Montana Access EBT card;
3. The eligibility staff member transposes a number in the address;
4. The eligibility staff member fails to make a change to an existing address on a case that was previously open to benefits; or,
5. The client is living with a friend or relative and they have not notified the Postal Service that they are now residing at that address.

NOTE: It is very important to enter the current correct address when registering an application. During the interview the eligibility staff member should discuss the applicant's mailing address to ensure the address screen correctly reflects the current mailing address.

Effective date: January 1, 2017