

## Damaged SNAP ACCESS Card/Retailer Letter

If you find that customers are repeatedly coming in with damaged EBT cards that do not scan properly, you can provide the customer with the following letter (which you can place on your company letterhead). This will encourage customers to obtain a new, working card. The state department of public welfare has indicated that replacements for damaged cards should not incur a fee. However, please be advised that county assistance offices can charge up to \$2.50 per replacement at their discretion.

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Dear Pennsylvania EBT Access Cardholder:

We are providing you with this notice because your Electronic Benefits Transfer (EBT) Pennsylvania Access Card appears to be damaged and does not work in the point-of-sale device.

Please contact your case worker to arrange for a time to have your Access Card replaced. If you do not have your card replaced, you may not be able to use your card at other stores to obtain your benefits.

Be sure to take this letter and your Access Card to your case worker when you go to have your card replaced.

Thank you.

Sincerely,  
(Name of Store Manager)