

The Virgin Islands Consortium

SNAP Households in USVI Urged to File Claims for Stolen Benefits Before Approaching Deadline

SNAP recipients in the U.S. Virgin Islands must file claims for benefits stolen through fraud by approaching deadlines; eligible cases cover thefts from October 2022 to December 2024, with clear criteria and submission guidelines provided by DHS

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The V.I. Department of Human Services is urging Supplemental Nutrition Assistance Program (SNAP) recipients to file reimbursement claims for benefits stolen through fraudulent means. The deadline to report incidents of stolen benefits that occurred between October 1, 2022, and December 20, 2024, is fast approaching.

The theft methods eligible for reimbursement include card skimming, card cloning, phishing scams, and other forms of electronic fraud. According to DHS, SNAP households must submit their claims within specific timeframes depending on when the theft was discovered.

For thefts reported between October 1, 2022, and December 13, 2024, recipients have 90 days to file a claim after discovering the loss. For incidents occurring between December 13 and December 20, 2024, recipients must file their claims within 60 calendar days of discovery.

DHS clarified eligibility criteria for reimbursement. Households that had their benefits stolen due to sharing their EBT card PIN during a phishing scam are eligible for reimbursement. However, if the PIN was shared due to other types of fraud, recipients are not eligible. Additionally, stolen or lost physical cards do not qualify for reimbursement.

The department also issued a warning regarding fraudulent claims, stating that any false claim submissions could lead to an investigation and disqualification from the SNAP program.

To file a claim for stolen SNAP benefits, recipients must complete the Request for Stolen SNAP Benefits Application. The application forms are available at all EBT Issuance offices across the USVI and on the VIDHS website.

Submission Methods:

- In-Person Drop-Off:
 - St. Croix: 41-B Mars Hill, Frederiksted, VI 00820
 - St. Thomas/St. John: 1303 Hospital Ground, St. Thomas, VI 00802
- Email Submission:
 - St. Croix: certoffice.stx@dhs.vi.gov
 - St. Thomas/St. John: certoffice.stt@dhs.vi.gov

For further assistance, SNAP recipients can contact the following EBT Issuance Unit offices:

- St. Croix: (340) 772-7103 or (340) 772-7100 ext. 7025
- St. Thomas: (340) 774-0930 ext. 4390
- St. John: (340) 776-6334

The offices are open Monday to Friday from 8:00 a.m. to 5:00 p.m.