



Update: End of SNAP Replacement Program

Notice: Effective December 21, 2024, the USDA's SNAP Benefits Replacement Program has ended. Our department is no longer able to process claims forms for SNAP benefits replacement. Claims forms that are submitted after December 20th will only be processed if the replacement program is reinstated. Please read the information below for further assistance.

1) For additional questions regarding the end of this program:

Please contact Virginia's EBT Client Customer Service Helpdesk at 866-281-2448 (accessible 24 hours a day, 7 days a week).

2) If your SNAP benefits were stolen from your EBT account, take the following actions:

- Change your PIN by calling 866-281-2448, visiting ConnectEBT.com, or downloading the ConnectEBT mobile app (Apple App Store or Google Play Store).
- Report the theft and receive a new card by calling Virginia's EBT Client Customer Service Helpdesk at 866-281-2448, or visit one of our two City of Richmond DSS locations.
- Contact your SNAP Benefit Worker or your local non-emergency law enforcement to file a report about the stolen benefits.

3) Available Food and Community Resources:

Help1RVA:

Looking for free or reduced-cost services like food, housing, and/or childcare? Visit Help1RVA's [website](https://www.help1rva.org) and enter your ZIP code to complete your personal search to find help. [Website:](https://www.help1rva.org) www.help1rva.org



Feed More:

Hunger Line - 804-237-8617

*Call the Feed More "Hunger Help Line" Monday to Friday, between 9 a.m. and 4 p.m., to talk with their team about available resources.



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