



FOR IMMEDIATE RELEASE

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MEDIA CONTACTS:

Tom Betti: 614-728-9645
Thomas.Betti@jfs.ohio.gov

Bill Teets: 614-403-2331
Bill.Teets@jfs.ohio.gov

SNAP fraud on the rise; recipients urged to protect their accounts

COLUMBUS, OHIO – Ohio Department of Job and Family Services (ODJFS) Director Matt Damschroder reminds Ohioans receiving Supplemental Nutrition Assistance Program (SNAP) benefits to be extra cautious following ongoing warnings by officials with the U.S. Food and Nutrition Service and the Federal Bureau of Investigation (FBI), indicating that criminals are targeting SNAP benefit recipients in every state.

“ODJFS takes fraud very seriously, and we are committed to identifying and eliminating fraud in the SNAP program,” Damschroder said. “From increased fraud monitoring efforts to helping SNAP cardholders lock their cards, we’re aggressively working to reduce fraud.”

Criminals have increasingly used a process called “skimming” to steal EBT card numbers. This is when a fraudulent device is placed over a point-of-sale card reader to steal payment card information. When a recipient swipes their card over a compromised device, they are unsuspectingly sharing their card information with criminals.

Tips to avoid skimmer devices:

- Do not use card reader if you notice anything unusual.
- Pull at the edges of the keypad before swiping your EBT card to ensure there is nothing over the reader.
- Notify store staff if you notice anything suspicious with the card reader.

For more information about how Ohioans can protect their accounts, visit jfs.ohio.gov/cash-food-and-refugee-assistance/Protect+Against+Fraud.

For more information on “skimming,” please visit [this article](#) from the FBI.

Individuals who have had their SNAP benefits stolen electronically can seek reimbursement by contacting their [local County Department of Job and Family Services](#).

From October 1, 2022 to August 2, 2024, ODJFS has issued more than \$4.2 million in reimbursements to approximately 8,517 Ohioans.





The best way to keep from being a victim is to be vigilant. Here are some tips for SNAP recipients:

- Manage your benefits through the secure ConnectEBT app on your mobile phone or tablet.
 - Users should take advantage of the card lock option, which allows the individual to lock the card from being used at a retailer location and unlock the card to provide access to benefits only while the individual is makes a purchase.
 - Users are able to block out-of-state transactions in-person only.
- Create a PIN for your card that is unique and difficult to guess.
- Change your PIN monthly, before each scheduled deposit.
- Never share your card number or PIN. ODJFS will never ask for these numbers.
- Carefully examine point-of-sale card readers before using them to check for skimming devices.
- When using your card, cover the keypad with your body or hand to stop others from seeing your PIN.

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The Ohio Department of Job and Family Services manages vital programs that strengthen Ohio families. These include job training and employment services, unemployment insurance, cash and food assistance, adult protective services, and child support services.

