Update 2012-25: Common Place
Electronic Benefit Transfer (EBT) Card Replacement

Background
The Common Place Handbook Section 16 specifies that EBT cards can be replaced at the district offices only when the primary cardholder (PCH) requested. However, the California Department of Social Services (CDSS) has provided clarification of existing policy regarding the replacement of EBT cards.

Changes / Policy
EBT cards can be replaced at the request of the head of the household, designated Alternate Cardholder (DAC) or Authorized Representative (AR). The County must provide a replacement EBT card to the cardholder including DAC and AR within three business days following a cardholder’s request for a replacement card.

Reminder:
A written authorization for a DAC or AU must be on file.

When the new payee is the second parent who was residing in the home and receiving aid in the same AU/HH at the time the previous payee left the home, the second parent assumes the primary cardholder’s role. The EBT access for the previous payee must be restricted. Refer to the CalWIN section of this Update for instructions.

[Refer to “Golden State Advantage" EBT Card,” page 16-31].

Implementation
The change is effective immediately upon receipt to this Update.

Documentation
The date and the requestor for an EBT card replacement must be documented in the Maintain Case Comments window.
### Forms

The current EBT Online Request form (SCD 2201) continues to be used when processing a replacement card at the office. When a replacement card is mailed through the Batch process in CalWIN, this form is not required.

### CalWIN

To restrict access to the EBT account of the previous payee, select “NO Access” on the EBT Account Access field on the Maintain Card Request window.

### Clerical

When issuing an EBT replacement card for the head of household, DAC, or AR, clerical staff must verify the cardholder’s identification.

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UMESH POL, DIRECTOR  
CalWIN Division  
KATHERINE BUCKOVETZ, DIRECTOR  
Department of Employment and Benefit Services

Contact Person(s): Michelle Greenwood, CalFresh Coordinator, 755-7540.  
Celina Garcia, EBT Project Manager, 755-7500.