

P R E S S R E L E A S E

FOR IMMEDIATE RELEASE

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Contact: Kimberly Ross, Community Education Specialist, (530) 229-8478

EBT CARD SKIMMING AND BENEFIT THEFT PUBLIC SERVICE ANNOUNCEMENT VIDEO

SHASTA COUNTY – The Health and Human Services Agency is asking Shasta County residents to be aware of recent scams and fraudulent activities by individuals trying to take advantage EBT cardholders. The California Department of Social Services (CDSS) created a Public Service Announcement (PSA) video about Electronic Benefit Transfer (EBT) card skimming and benefit theft.

Due to the growing increase in theft of California cash and food benefits from EBT cards via skimming and phishing, the CDSS is addressing this issue in several ways, including but not limited to:

- Improving card security, inclusive of short and long-term options
- Utilizing EBT transaction data to identify known theft patterns to find skimmers and perpetrators
- Collaboration with local, state and federal law enforcement agencies
- Recipient education on how to avoid becoming a victim of EBT theft

The PSA video outlines how public assistance benefits are stolen from EBT cards utilizing text message and phone scams, card skimming technology and fake websites. It also provides awareness suggestions when using EBT cards to make everyday purchases, tips on protecting personal and EBT card information and what to do if you are a victim of EBT or benefit theft.

To view the video, visit [youtube.com/watch?v=opg52FxKoSo](https://www.youtube.com/watch?v=opg52FxKoSo)

To report benefit theft, call the customer service phone number on the back of the EBT card, (877) 328-9677 or the Shasta County Eligibility Call Center at (877) 652-0731.

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