

MFIP, MSA, GA, GRH:

Provisions for replacing benefits apply to participants, vendors, and protective payees.

ELECTRONIC BENEFIT TRANSFER (EBT)

Benefits accessed with an EBT card and correct PIN (personal identification number) are not replaceable.

DIRECT DEPOSIT

A direct deposit transaction will ONLY be replaced if the bank notifies DHS of a reject. All replacement of direct deposit will be done by DHS staff. The procedure for this replacement is:

- The bank will notify DHS of a direct deposit reject.
- DHS staff will remove current direct deposit information on the case, notify county worker of reject and request method of replacement.
- DHS will NOT replace benefits as direct deposit.

NON-EBT ISSUANCE

A client requesting replacement warrant(s) must file a [Nonreceipt/Replacement Request \(DHS-1609\) \(PDF\)](#) with the county agency. A vendor or alternative payee requesting replacement warrant(s) must file an [Affidavit of Failure to Receive Warrant \(for Vendors/Payees\) \(DHS-1609A\)](#). They must state why they need a replacement (for example: lost in the mail, never received, or destroyed). If you can prove a warrant went back to the Issuance Operations Center (IOC) or has stale dated, do not require an affidavit.

County agencies may require clients to file a police report if the request for replacement is for a lost, stolen, or destroyed warrant.

If the warrant has been cashed, request copies of the warrant(s) following procedures outlined in TEMP Manual TE02.11.01 (Request Copy of Cashed Warrant or Repl One). Have the client view the signatures on the warrant and complete the [Affidavit Covering Endorsement of a State of Minnesota Warrant \(DHS-5303\) \(PDF\)](#) in the presence of the county fraud investigator. All cashed warrants must be replaced by DHS.

A county may or may not require an indemnity bond for checks it issues. If it requires a bond, it must require one of anyone requesting a county replacement check. Counties may not require an indemnity bond for state warrant replacements.

Do not replace a warrant when you can document that the request for replacement is fraudulent. Give people written notice of denial. See [0025.24 \(Fraudulently Obtaining Public Assistance\)](#). If you suspect the request to be fraudulent, but cannot document the fraud, replace the warrant and refer the case for investigation.

Replace a warrant no more than 7 calendar days after the person reports it as stolen, lost, or destroyed (and there is no fraudulent intent). Do not replace a warrant the person reports as not received until 5 mailing days after issuance. However, do not wait 5 days when you can show worker error caused the benefit to go to the wrong address, and the person cannot get the warrant at the incorrect address.

Replacement warrants have a different number than the original, and states that they are replacement warrants.

Do not deny cash replacement solely because of multiple losses.

When people do not live in the county of financial responsibility, the servicing county must replace warrants. See [0006 \(Determining Financial Responsibility\)](#).

MFIP FOOD PORTION

For replacing the food portion of MFIP, follow the SNAP provisions.

DWP:

Follow MFIP, EXCEPT the reference to replacement of the food portion of MFIP does not apply.

SNAP:

Food benefits may be replaced only under certain circumstances. Units must report the loss to the county agency or Tribal Nation (either orally or in writing) within certain time frames and return required forms and verifications. See the Combined Manual sections linked below for more information on each circumstance.

REPLACING ELECTRONIC BENEFIT TRANSFER (EBT) FOOD BENEFITS

Except for the circumstances below, benefits accessed with an EBT card and correct PIN (personal identification number) are not replaceable.

DHS will decide at the time of the replacement if benefits will be replaced via EBT.

Replace EBT food benefits only under the following circumstance:

- The food purchased with EBT food benefits was destroyed in a household misfortune or disaster. See [0024.06.03.15 \(Replacing Food Destroyed in a Misfortune or Disaster\)](#).

REPLACING CASH-OUT FOOD BENEFITS

Replace cash-out food benefits only under the following circumstances:

- Benefits lost in the mail or stolen before the unit receives them. See [0024.06.03.03 \(Replacing SNAP Stolen/Lost Before Receipt\)](#).
- Benefits when food bought with them is destroyed in a misfortune or disaster. See [0024.06.03.15 \(Replacing Food Destroyed in a Misfortune or Disaster\)](#).
- Mutilated or improperly manufactured warrants. See [0024.06.03.18 \(Replacing Damaged SNAP Cash-out Warrants\)](#).
- Units must complete the [Nonreceipt/Replacement Request \(DHS-1609\) \(PDF\)](#) to get replacements unless it can be verified that a warrant has been returned to the IOC or has stale dated.

DO NOT REPLACE CASH-OUT BENEFITS WHEN:

- The unit does not sign and return the [Nonreceipt/Replacement Request \(DHS-1609\) \(PDF\)](#) or returns it too late based on the timeline described under each circumstance listed above.
- Food benefits from cash-out warrants are lost or stolen after the unit receives them.
- The food benefit from cash-out warrants was not picked up during the period of intended use.
- Cash from a negotiated cash-out warrant is stolen.
- The county agency documents the replacement request is fraudulent. See [0025.24 \(Fraudulently Obtaining Public Assistance\)](#).

Do not replace food benefits from cash-out warrants reported as not received until 5 mailing days after issuance. The only EXCEPTION is when it is verified that a worker error caused the benefit to go to the wrong address and the unit will not be able to get the benefit.

Inform units of the right to appeal a denial or delay of a replacement. See [0027 \(Appeals\)](#).