



**Request for Replacement SNAP Benefits  
Due to Household Disaster or Misfortune  
for Massachusetts Residents**

**Give this form to DTA**

- By mail: DTA Document Processing Center  
P.O. Box 4406, Taunton, MA 02780-0420
- By fax: (617) 887-8765
- Upload to the DTA Connect App, or at  
DTAConnect.com
- In person at your local DTA office.

## Instructions

If you lost food that you bought with your SNAP benefits because of a fire, flood, loss of electricity, broken refrigerator/freezer, or other disaster, we may be able to replace your SNAP benefits. The most we can replace is one month of SNAP.

To request replacement SNAP:

- You must report the loss within 10 days of the food loss. You can do this by phone or in writing. If you get cash benefits, call your case manager. If you only get SNAP, call us at 1-877-382-2363. You can mail or fax your report using the address or fax number in the box above. You can also upload your report using the DTA Connect App, or at DTAConnect.com.
- You must then complete this form and submit it to DTA. DTA must get it within 10 days after you reported the loss of food. (If you submit this form within 10 days of the food loss, you do not need to make a separate report first.)
- DTA will confirm what happened by contacting a third party or visiting your home and will issue replacement SNAP if you are eligible.
- DTA must issue replacement SNAP quickly: either within 10 days of getting your report of the food loss, or within 2 business days of getting the completed form – whichever is later.



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Client's name

Client ID or last 4 of SSN

Address

( ) -  
Phone Number

I lost food bought with my SNAP benefits worth \$\_\_\_\_\_ due to a household disaster or  
misfortune that happened on \_\_\_\_/\_\_\_\_/\_\_\_\_.  
Date

I lost my food on \_\_\_\_/\_\_\_\_/\_\_\_\_.  
Date

The household disaster/misfortune was: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

The information I gave is true to the best of my knowledge. I understand that making a false or  
misleading statement on this form on purpose could be a crime (perjury) or an Intentional Program  
Violation (IPV). A person found to have committed an IPV will be ineligible for SNAP for 1 year for the  
first IPV, 2 years for the second IPV, and permanently for the third IPV.

\_\_\_\_\_  
Client signature Date

*For DTA only.* DTA confirmed the household disaster or misfortune by:

Home Visit on \_\_\_\_/\_\_\_\_/\_\_\_\_  
Date

Collateral Contact with \_\_\_\_\_ on \_\_\_\_/\_\_\_\_/\_\_\_\_  
Date

Documentation from \_\_\_\_\_ on \_\_\_\_/\_\_\_\_/\_\_\_\_  
Community Agency Date

\_\_\_\_\_  
Department Representative Date

This institution is an equal opportunity provider.