



Illinois Department of Human Services

REPORT OF ELECTRONIC THEFT OF ILLINOIS LINK BENEFITS

Instructions to Report Electronic Theft of Benefits

If you think you are a victim of electronic theft of your Illinois Link benefits, you should replace your Link card and change your PIN by calling 1-800-673-LINK (5465) or 1-877-765-3459 (TTY) or visit <http://link.illinois.gov>. You may report the theft through one of the following ways:

- By phone 1-800-543-6157 Monday through Friday 8:30 am to 5:00 pm CST; or
- Online at www.link.illinois.gov EBT Theft Claim; or
- Mail the completed *Form IL444-4986* to your local Family Community Resource Center (FCRC); or
- Go to your local FCRC to report the theft. At the FCRC, you will complete *Form IL444-4986*, cancel your Link card and get a new card.

You May Get Your Illinois Link Benefits Replaced If:

- You had your Illinois Link card with you when your benefits were stolen from your Link account.
- You replaced your Illinois Link card by going to your local FCRC, using ebtEDGE or by calling the Illinois Link Helpline.
- You request a benefit replacement by completing *Form IL444-4986* and submitting by mail, online, over the phone or in-person at your FCRC.
- You are a victim of skimming, cloning, phishing, or similar type of theft where you maintained possession of your Link card and an unauthorized transaction occurred.
- You report the theft of your benefits within 30 calendar days of discovery of the unauthorized transaction. *For Theft that occurred prior to 07/03/2023, you have 12 months to report the theft of your benefits.
- You have not had benefits replaced due to theft more than two times during the 12 consecutive month period that begins October and ends September of the following year.
- Benefits cannot be replaced if the theft occurred outside of the time-line 10/01/2022 -09/30/2024.

Please Note: Not all Illinois Link Benefits are not eligible for replacement at this time.

Electronic Benefit Transfer Important Information

- Electronic theft is a form of identity theft. Keep your Link card number and PIN safe. Immediately report lost, skimmed, scammed or stolen Link cards to Illinois Link Helpline at 1-800-678-LINK (5465) or visit www.link.illinois.gov to manage your account online. Your card will be canceled, and you will be provided with a new one.
- Someone could steal your benefits if they know your Link card number and PIN. Always cover the PIN pad when entering your PIN. Never enter your PIN if you think someone is watching you.
- Change your PIN regularly. You can change your PIN anytime by calling the Illinois Link Helpline, on ebtEDGE or by going to your local FCRC. Don't use a commonly-used combination for your PIN, like repeating numbers (1111), or consecutive numbers (1234).
- Beware of Phishing Scams. Phishing is a **cybercrime in which scammers try to lure sensitive information or data from you**, by disguising themselves as IDHS or ebtEDGE. The Illinois Department of Human Service (IDHS) or any other State, County and Federal government will never ask for PIN via text, phone or email.
- Never tell your PIN to grocery store staff, farmer's market staff, or any cashier even if they ask for it. Do not shop at a store you believe may be stealing your personal information or benefits.
- Do not use your Illinois Link card at an ATM or point of sale device that looks like it has been damaged or tampered with.
- You may be able to have your cash benefits directly deposited into your bank account to avoid theft of your cash benefits on the Link card.
- If you need help with using your Link card you may want to have someone you can trust, be your authorized representative. Contact your local FCRC to get more information.