

SB 2
Department of Human Services - Electronic Benefits Transfer Cards - Fraud
(Prevent Electronic Benefits Theft Act of 2023)
Hearing of the Senate Finance Committee
February 23, 2023

Position: SUPPORT

My name is Darryl Evans and I am a Maryland resident. I live in Baltimore City. I am writing to support SB 2, Prevent Electronic Benefits Theft Act of 2023, which would require the Department of Human Services to refund SNAP, TCA and TDAP recipients whose benefits were stolen in EBT skimming theft. It would also require DHS to make EBT cards more secure to prevent future theft.

The first time this happened, I went to the machine and there was nothing on my card. I told my brother and he didn't believe me. I went to my case manager and we called the EBT automated line and it told us the date and time my money was withdrawn from my card. I called the EBT customer service line and spoke to a representative. I cancelled my card. The EBT customer service representative referred me to create an account at the EBT website and to report it to the Baltimore City Department of Social Services (BCDSS). I found that my benefits were withdrawn at 1:46 a.m. on 9/2/22 from an ATM in Little Havana Miami, Florida (see attached). I went to BCDSS and they asked me what was going on. I told them that the TDAP was took of my card and I never received it. She asked me if I loaned my card and I told her no. She asked if I made a police report and I told them no. I showed her the printout from my EBT card withdrawals.

I asked the BCDSS worker if they could help me with my rent or phone bill and she said they don't do anything like that.

The second time happened on 1/2/23 at 2:02 a.m. This time my money was taken from an ATM in Tampa, Florida (see attached). Social Services was closed because of the holiday. I went to Social Services the next day. The lady said Social Services weren't going to give me back the money. I asked to see a manager and talked to another lady who said she was surprised it happened twice so quickly. They looked at the transactions and saw it was taken from Florida. They said there was nothing they could do to help me.

I felt sad that this kept happening to me. I felt bad and depressed about having to keep asking people for money. I didn't have a bus pass, couldn't pay my phone. Couldn't treat myself to anything to eat that my food stamps wouldn't cover like some Chinese food or a whopper, even a pizza. I do that once a month usually. People, my family, social services, didn't believe me, felt like everyone thought I was lying until I could show them the withdrawals. I couldn't buy the things I need for my house like toilet paper, soap powder, stuff to clean, just about everything.

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SB 2 is important to me because it will relieve a lot of anxiety. I get nervous each month that my money won't be there. I don't know what to do to avoid this happening. Someone suggested trying to get to the ATM at 12:00 a.m. or so to withdraw all the money. That would not be safe

Thank you and I urge the Committee to please **vote YES on SB 2** to make Marylanders who have had their benefits stolen whole again.

Sincerely,

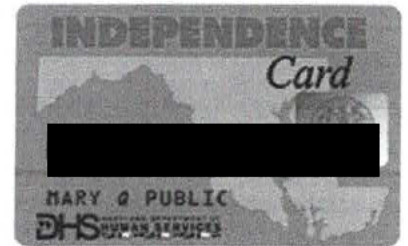
A handwritten signature in blue ink that reads "Darryl Evans". The signature is written in a cursive style with a long horizontal stroke extending from the end of the name.

Darryl Anthony Evans

Electronic Transaction Activity

Requested Activity: 08/30/2022 ~ 09/02/2022

Electronic Benefit Card



Name: **DARRYL EVANS**
 Address: [REDACTED]
 City, State, Zip: **BALTIMORE, MD, 212311724**

FOR CUSTOMER SERVICE Call 1-800-997-2222. OPEN 24 HOURS A DAY, 7 DAYS A WEEK.

Card Number : [REDACTED] Date Range : **August 2022**

Food Supplement Credits : **\$0.00** **Cash** Credits : **\$373.00**
 Debits : **\$0.00** Debits : **\$360.00**

Transaction	Settlement	Retailer	Retailer Location	Card #	Type	Trans.Type	Debits	Credits
09/02/2022 01:46:48	09/03/2022	*LITTLE HAVANA	*LITTLE HAVANA MIAMI	[REDACTED]	CASH	ATM Cash Withdrawal	\$360.00	
08/31/2022 23:48:47	09/02/2022			[REDACTED]	CASH	Load Authorization		\$328.00
08/31/2022 23:48:47	09/02/2022			[REDACTED]	CASH	Load Authorization		\$45.00
Total Charges and Credits/Deposits :							\$360.00	\$373.00

Current Balance as of 09/02/2022 12:06 Food Supplement : **\$0.22**
 Cash : **\$13.01**

If you find transactions you believe to be in error, or you wish to dispute a specific transaction, please contact the Customer Service Center immediately.

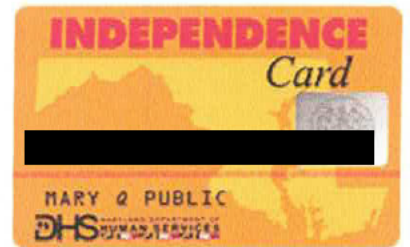
To have a two month statement mailed to you, please click on "Submit" **SUBMIT**

Electronic Transaction Activity

Requested Activity: 01/01/2023 ~ 01/05/2023

Electronic Benefit Card

Name: **DARRYL EVANS**
 Address: [REDACTED]
 City, State, Zip: **BALTIMORE, MD, 212311724**



FOR CUSTOMER SERVICE Call 1-800-997-2222. OPEN 24 HOURS A DAY, 7 DAYS A WEEK.

Card Number : [REDACTED] Date Range : **January 2023**

Food Supplement Credits : **\$0.00** **Cash** Credits : **\$373.00**
 Debits : **\$0.00** Debits : **\$372.50**

Transaction	Settlement	Retailer	Retailer Location	Card #	Type	Trans.Type	Debits	Credits
01/02/2023 08:26:04	01/02/2023	YORK PETROLEUM I	5101 YORK RD US Baltimore	[REDACTED]	CASH	TRANS Fee Debit	\$2.50	
01/02/2023 08:26:04	01/02/2023	YORK PETROLEUM I	5101 YORK RD US Baltimore	[REDACTED]	CASH	ATM Cash Withdrawal	\$10.00	
01/02/2023 02:02:48	01/03/2023	13304 BRUCE B DO	13304 BRUCE B DOWNS BLV TAMPA	[REDACTED]	CASH	ATM Cash Withdrawal	\$360.00	
12/31/2022 00:13:28	01/02/2023			[REDACTED]	CASH	Load Authorization		\$45.00
12/31/2022 00:13:28	01/02/2023			[REDACTED]	CASH	Load Authorization		\$328.00
Total Charges and Credits/Deposits :							\$372.50	\$373.00

Current Balance as of 02/22/2023 12:52 Food Supplement : **\$0.82**
 Cash : **\$0.54**

If you find transactions you believe to be in error, or you wish to dispute a specific transaction, please contact the Customer Service Center immediately.

To have a two month statement mailed to you, please click on "Submit" [SUBMIT](#)