

## **To whom it may concern,**

I wanted to let you know the ordeal I went through when my TCA benefits were stolen. On August 3, 2022 I woke up and realized I had my deposit for the month. I had just started getting TCA so I thought it came on the 4th of the month not the 3rd. But when I went to the atm to pull it off it was gone. I went straight to social services and they told me I had to make a police report and call the number on the back of my card. Dhs offered no help besides telling me to go to churches or food banks and community centers to help with school stuff and other household items. The woman at social services told me that their system has been hacked. So I called the independence card number to dispute it & filed a police report. I was told the money was stolen in Tampa, fl. I've haven't been to Florida in 15+years I don't even know anyone in Florida. I was told it would be investigated and I'd receive something in the mail. I did receive a letter stating they didn't find the transaction to be fraudulent so I wouldn't be reimbursed. \$780 was taken from me weeks before school started. I was floored. I said this can't be right and I put in for a hearing and again was told that dhs changed the rules a few months prior and no longer reimbursed stolen TCA. I had no choice but to borrow money from a few different people to pay my bills and get my children the rest of their school stuff. I still owe a couple of those people money because I haven't been able to catch up. This isn't fair to anyone it's happened to. Social services was aware of this issue as well as the state and the company that supplies the cards and distributes the funds. Yet no one has taken any action but to change the rules of reimbursement for stolen funds. Something has to be done. Some one is responsible. This isn't just card skimmers. It's either conduant or dhs. No one else would have the personal information for these cards to steal the money. Also Every couple months I've also gotten paperwork saying I put a change in and my benefit amount has changed. And each time it's lowered, yet I haven't submitted anything. Something is going on and I can only hope something is actually done.