

IX. Food Delivery/Food Instrument Accountability and Control

9.1.030 Food Instrument Replacement

Authority 2019 7 CFR 246.4(a)(14)(xix) and (xx); 246.12(bb)(2) and (3)

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POLICY: The local agency (LA) shall issue a replacement food instrument when an authorized representative or alternate representative/proxy reports the food instrument as lost, stolen, or damaged. Only the authorized representative or alternate representative/proxy may request a replacement.

A food instrument reported as lost, stolen, or damaged may not be replaced earlier than five (5) calendar days but must be replaced by seven (7) business days.

The LA should deactivate a food instrument immediately upon receiving notice from an authorized representative or alternate representative/proxy that the card is lost, stolen, or damaged to start the five (5) calendar day waiting period. A food instrument must be deactivated within one (1) business day of receiving notice.

The LA will only replace unredeemed food benefits.

PROCEDURES:

- A. When the LA receives a report that a food instrument is lost, stolen, or damaged:
 1. Deactivate the food instrument.
 2. Schedule a time for the authorized representative or alternate representative/proxy to return in five (5) calendar days to receive the replacement food instrument and associated participant benefit balance.
 3. Provide referral information for local food resources when needed.
 4. Document the reason for deactivation of the food instrument in the participant's folder in the Missouri WIC Information Network System (MOWINS).
 5. Complete documentation of the primary account number (PAN) and other information on the Food Instrument- Lost, Stolen, Damaged Log.
- B. After the five (5) calendar day waiting period, the LA may issue a replacement food instrument following the MOWINS process.
 1. The LA will verify the identity of the person picking up the food instrument to ensure it is the authorized representative or alternate representative/proxy. Refer to policy [8.1.200](#) for acceptable proofs of identity.
 2. The person picking up the food instrument will set the personal identification number (PIN). The authorized representative may choose to change the PIN at a later time.
- C. The LA shall immediately destroy damaged or unusable food instruments upon receipt.