

A Replacement Issuance of Benefits - Food Destroyed in a Disaster

Food that has been purchased with NA, may be destroyed in a fire, flood, tornado, or other disaster beyond the control of the budgetary unit. When this occurs, the food may be replaced up to the actual value of the loss, as stated by the participant. The replaced benefit amount must not exceed one month's NA benefit amount.

NOTE Replaced benefits for food destroyed in a disaster may be issued in addition to [restored benefits](#), which must be replaced up to the full value.

The participant must report the destruction of the food to the local office within ten days of the incident.

When a request for replacement is received, the local office must complete the following:

- Verify the disaster through a [collateral contact](#), a home visit, or documentation from a related community agency (fire department, Red Cross, etc.).
- Verify that the participant has not received two replacements of benefits (reported destroyed after receipt) within the past five months.
- Elevate the facts of the NA claim by sending an e-mail to the Program Manager (PM), or their designee, that oversees the local office making the request.

The PM, or their designee, contacts the [FAA Customer Service Support](#) to have the benefits issued within ten days of receipt of the request.

WARNING

When FNS officially declares a disaster, follow the procedures in the [Disaster Nutrition Assistance Program](#) (DSNAP).