



NEWS FROM THE OFFICE OF
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MONROE COUNTY EXECUTIVE

For Immediate Release

July 29, 2025

MONROE COUNTY URGES EBT CARDHOLDERS TO PROTECT THEMSELVES AFTER SKIMMING DEVICES FOUND

ROCHESTER, NY — Monroe County Executive Adam Bello and the Monroe County Department of Human Services are urging all EBT cardholders to take immediate action after skimming devices were discovered at three local retail locations in the last 24 hours.

The Gates Police Department has confirmed that skimming devices were found at:

- Walmart on Chili Avenue
- Dollar General on Spencerport Road
- Dollar General on Chili Avenue

“We are urging all EBT cardholders to take immediate precautions to protect their benefits after skimming devices were discovered at local stores,” **said County Executive Adam Bello**. “These criminals are targeting our most vulnerable residents—families who rely on this assistance to put food on the table. If you use an EBT card, check your balance regularly, change your PIN frequently, and report any suspicious activity right away. Our Department of Human Services is here to support you through this and ensure you don’t face it alone.”

We are grateful to the **Gates Police Department** for identifying these devices quickly and notifying the community without delay. Their swift response is helping prevent further harm and allowing us to act fast in protecting Monroe County residents.

If you have used your EBT card at any of these locations recently, **you must change your PIN immediately** before using your card again. Skimming devices are used to steal card information and benefits, often without victims realizing it until their funds have already been stolen.

To change your PIN, follow the steps provided by the NYS Office of Temporary and Disability Assistance (OTDA):

<https://otda.ny.gov/workingfamilies/ebt/#protect>

Monroe County is working closely with law enforcement, the New York State OTDA, and consumer protection teams to investigate these incidents and support those affected. We are also accelerating efforts to raise awareness and prevent future theft.

Please share this information widely to help protect others in our community. Additional updates will be posted to the County's website and social media channels.

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