

**441—65.21(234) Claims.**

**65.21(1) *Time period.*** Inadvertent household error claims shall be calculated back to the month the error originally occurred to a maximum of three years before the month of discovery of the overissuance. Agency error claims shall be calculated back to the month the error originally occurred to a maximum of one year before the month of discovery of the overissuance.

**65.21(2) *Demand letters.*** Households that have SNAP claims shall return the repayment agreement no later than 20 days after the date the demand letter is mailed.

*a.* For agency error and inadvertent household error, when households do not return the repayment agreement by the due date or do not timely request an appeal, allotment reduction shall occur with the first allotment issued after the expiration of the Notice of Adverse Action time period.

*b.* For intentional program violation, when households do not return the repayment agreement by the due date, allotment reduction shall occur with the next month's allotment.

**65.21(3) *Adjustments for claim repayment.*** A household or authorized representative may initiate a claim repayment by using benefits in an EBT account. The client or authorized representative shall complete Form 470-2574 to authorize adjustments to a household's EBT account.

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