



DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF SOCIAL SERVICES

ROY COOPER
GOVERNOR

MANDY COHEN, MD, MPH
SECRETARY

WAYNE E. BLACK
DIRECTOR

Month dd, yyyy (date printed)

NAME

ADDRESS

Dear Mr./Ms. XXXXXXXXXXXXX

We are writing to inform you of a recent incident involving your mailing address and the Food and Nutrition Services (food stamps) program. On December 18, 2017, while mailing your 60-day notice regarding repayment of an over-issuance of Food and Nutrition Services benefits, a software error occurred within the North Carolina Department of Health and Human Services, resulting in multiple 60-day notices intended for other individuals being mailed to your address by mistake. These notices may have come from one or more county Department of Social Services offices. **The notice that was addressed specifically to you is a valid notice. Please adhere to the instructions contained in that notice.**

If possible, please return any improperly addressed notices to sender, or you may drop the letters off at your county Department of Social Services office.

Your county Department of Social Services office has been notified of the incident. Please direct any questions to your county agency.

We at the Department of Health and Human Services apologize for any inconvenience you may have experienced because of this incident. We are reviewing our internal processes and procedures to prevent a similar occurrence in the future.

Sincerely,

Wayne E. Black