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Policy, Procedures, and Training

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Office of Procedures

POLICY BULLETIN #10-30-OPE

IMPORTANT INFORMATION ABOUT EBT

Date: March 30, 2010	Subtopic: Accessing the EBT Web Site
🖳 This procedure can now be accessed on the FIAweb.	The purpose of this policy bulletin is to notify Job Center and Non Cash Assistance Food Stamp (NCA FS) Center staff that they are not permitted to access the Electronic Benefit Transfer (EBT) cardholder web site (www.ebtaccount.jpmorgan.com) to obtain applicant/participant EBT account information. Access to an EBT account requires the applicant's/participant's Personal Identification Number (PIN)/Password and under no circumstance should staff solicit this information from an applicant/participant. The limit of staff involvement with the EBT web site is only to provide the web address, www.ebtaccount.jpmorgan.com, to applicants/participants who request it. Applicants/participants who require additional information or need help with EBT-related issues may call the number listed on the back of their EBT card, **888-328-6399**, for assistance.
Requesting access to the EBT web site	Staff having a need for EBT account information may request it from the Job or NCA FS Center administrative staff that is authorized to use the EBT Administrative Terminal. Authorized administrative staff whose password is no longer active must obtain a new password by submitting the Administrative Terminal Password Request Electronic Benefits Transfer (EBT) Services (**EBT-56**) form.
Contacting the EBT Help Desk	Additional information and/or assistance with EBT-related questions may be obtained from the EBT Help Desk by calling the EBT Services Hotline at **212-331-4233**. (Please note that this number is for Agency staff only and is not to be provided to applicants/participants.) *Effective Immediately*

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 3 at the prompt followed by 1 or
send an e-mail to *FIA Call Center Fax* or fax to: *(917) 639-0298*

Distribution: X

Related Item:

PB #07-65-OPE

Attachment:

⌨ Please use Print on Demand to obtain copies of forms.

EBT-56   Administrative Terminal Password Request Electronic Benefits Transfer (EBT) Services (Rev. 10/17/08)

NYC | Human Resources Administration | Family Independence Administration
Department of Social Services

Administrative Terminal Password Request
Electronic Benefits Transfer (EBT) Services

Type of Request	
☐ New	For: ☐ Reset ☐ Delete Admin Terminal User ID: _____

Section I   **Work/Site Location**

Site Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Section II   **Worker Information**

First Name: _____ Last Name: _____

C.S. Title: _____

Functional Title: _____

Auto-time I.D. Number: _____ Telephone Number: _____

_____   _____
Worker's Signature   Date

_____
Print Director's Name

_____   _____
Director's Signature   Date

Send original hard copies to: EBT Services
180 Water Street, 19th Floor
New York, NY 10038