





**FAMILY INDEPENDENCE ADMINISTRATION**  
James K. Whelan, Executive Deputy Commissioner (Acting)

**Stephen Fisher, Assistant Deputy Commissioner**  
Office of Procedures

**POLICY BULLETIN #14-77-OPE**

**EBT BANNER ON NOTICE AND PARTICIPANT LETTERS CHANGE**

<b>Date:</b> July 17, 2015	<b>Subtopic(s):</b> EBT
<p> This procedure can now be accessed on the FIAweb.</p> <p> Please use Print on Demand to obtain copies of forms.</p>	<p>The Office of Temporary and Disability Assistance (OTDA) has signed a contract with a new vendor, Xerox, for the operation of the State’s Electronic Benefits Transfer (EBT) System. The conversion from JP Morgan Chase to Xerox will occur in September or October 2014. The impact to applicants/participants will be an outage of the entire EBT system for a period of up to 24 hours during the actual conversion.</p> <p>A new banner message will appear on all active participant notices issued by OTDA, and letters are being mailed to active Cash Assistance (CA) and Supplemental Nutrition Assistance Program (SNAP) participants with the following information:</p> <p><i>There will be a period of time in either September or October 2014 when access to your EBT benefits will not be available for food and cash purchases or for cash withdrawals while New York State changes EBT vendors. This period may last as long as 24 hours.</i></p> <p><i>When the exact dates and times are known, this information will be available on the OTDA website (<a href="http://www.otda.ny.gov">www.otda.ny.gov</a>), on myBenefits (<a href="http://www.mybenefits.ny.gov">www.mybenefits.ny.gov</a>), and on the OTDA helpline (1-800-342-3009). You will need to plan your food and cash purchases and cash withdrawals during this period accordingly. There will be no impact on your ability to access your medical benefits. Your current EBT card will continue to work, and there is no need to replace your card.</i></p> <p><i>Effective Immediately</i></p> <p><b>Attachments:</b></p> <p><b>Sample Participant Letter</b></p> <p><b>Sample Participant Letter (Spanish)</b></p>

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



JULY 1, 2014

Case No.

Dear EBT Cardholder:

There will be a period of time in either September or October 2014 when access to your EBT benefits will not be available for food and cash purchases or for cash withdrawals while New York State changes EBT vendors. This period may last as long as 24 hours.

When the exact dates and times are known, this information will be available on the OTDA website ([www.otda.ny.gov](http://www.otda.ny.gov)), on myBenefits ([www.mybenefits.ny.gov](http://www.mybenefits.ny.gov)), and on the OTDA helpline (1-800-342-3009).

You will need to plan your food and cash purchases and cash withdrawals during this period accordingly. There will be no impact on your ability to access your medical benefits. Your current EBT card will continue to work, and there is no need to replace your card.

## Important Notice

**Important notice: If you need help reading this notice, contact your worker.**

**Aviso importante: si necesita ayuda para leer este aviso, comuníquese con su trabajador(a) de casos.**

**إخطار هام. إذا احتجت إلى مساعدة في قراءة الإخطار خاطب مسؤول ملفك.**

**重要通告. 如需幫助閱讀此通告, 請與您的個案負責人接洽。**

**Avis important: Si vous avez besoin d'assistance pour lire cet avis, veuillez contacter votre travailleur.**

**Avi enpòtan. Si w bezwen èd pou li avi sa a, antre an kontak ak travayè w la.**

**Avviso importante: Se occorre aiuto per leggere questo avviso, rivolgersi al proprio operatore.**

**중요 통지: 이 통지서를 읽는 데 도움이 필요하시면, 담당 직원에게 연락하십시오.**

**Важная информация. Если при чтении этого извещения у вас возникнут трудности, обратитесь к сотруднику, ведущему ваше дело.**

**Thông báo quan trọng: Nếu quý vị cần giúp đọc thông báo này, liên lạc với cán sự xã hội của quý vị.**

**א וויכטיגע מעלדונג: אויב איר דארפט הילף צו לייען די מעלדונג, רופט אייער ארבעטער.**



1 DE JULIO DE 2014

Nº de Caso

Estimado tenedor de tarjeta EBT:

Por la presente le comunicamos que habrá un periodo de tiempo en septiembre u octubre de 2014 cuando las transacciones de dinero en efectivo, compra de alimentos, o retiro de dinero en efectivo con la tarjeta EBT no se podrán llevar a cabo dado que ese es el periodo durante el cual el Estado de Nueva York estará en proceso de cambiar los contratistas de tarjeteas EBT. El periodo de tiempo durante el cual las tarjetas no funcionarán puede durar hasta 24 horas.

Cuando se sepa con exactitud las fechas y las horas, lo publicaremos en el sitio web de la OTDA en: ([www.otda.ny.gov](http://www.otda.ny.gov)); en myBenefits ([www.mybenefits.ny.gov](http://www.mybenefits.ny.gov)), y en la línea directa de OTDA (1-800-342-3009).

Le sugerimos planificar sus compras y retiro de dinero en efectivo de acuerdo con dicho periodo. Ello no afectará de ninguna manera su habilitación para recibir los subsidios. Su tarjeta actual de EBT continuará funcionando y no tendrá que remplazarla.

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