




FAMILY INDEPENDENCE ADMINISTRATION

James K. Whelan, Executive Deputy Commissioner

Stephen Fisher, Assistant Deputy Commissioner
Office of Procedures

POLICY BULLETIN #15-16-OPE

THIRD-PARTY APPLICATION (APP) FOR ANDROID PHONES OFFERING FREE EBT BALANCE INFORMATION

Date: March 3, 2015	Subtopic(s): Eligibility
<p> This procedure can now be accessed on the FIAweb.</p>	<p>The purpose of this policy bulletin is to inform all Job Center and Non-Cash Assistance (NCA) Supplemental Nutrition Assistance Program (SNAP) Center staff that a third party is promoting an Android smartphone application (app), offering SNAP recipients' free EBT balance information. They also offer other smartphone apps for obtaining information about other public benefit account balances.</p> <p>The Office of Temporary and Disability Assistance (OTDA) has advised that the service is NOT affiliated with OTDA or their EBT contractor, Xerox; and that the apps may not be secure. The third party collects login data from the cardholder and then collects data from the Xerox client portal, delivering it to the mobile app.</p> <p>Although the information may be accurate, neither OTDA nor Xerox promotes or encourages use of this app or any similar app or website, because they are unable to ensure that a cardholder's login, personal, and financial data are kept secure. Use of these apps or any other third party app or website may expose users to a breach of their confidential and personal information.</p> <p>If staff receives inquiries about these apps or similar third party websites offering free EBT balance information, they are to <u>discourage their use.</u></p> <p>As a reminder, EBT customers can check their EBT balance using the toll-free number (888-328-6399) that is available in English and Spanish 24 hours per day, 7 days per week. Applicants/participants can also check their EBT balance and other information using Xerox's New York EBT customer website at https://www.ebt.acs-inc.com/. This website will require them to register before they can access their EBT information.</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

Applicants/participants can visit New York City's secure website at www.nyc.gov/accessnyc or OTDA's secure website at www.mybenefits.ny.gov for information on other public benefits programs. They can find out how to obtain secure information on their Social Security benefits, including account balances, by visiting www.SSA.gov.

Effective Immediately

Reference:

[GIS 15 TA/DC007](#)