



FAMILY INDEPENDENCE ADMINISTRATION


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POLICY BULLETIN #15-47-OPE

REMOVAL OF THE GENDER FIELD ON THE FACE OF COMMON BENEFIT IDENTIFICATION CARDS (CBIC) PRODUCED ON AND AFTER MAY 1, 2015

<p>Date: May 19, 2015</p>	<p>Subtopic(s): Electronic Benefit Transfer (EBT) Card, Gender Identity</p>
<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 Common Benefit Identification Cards (CBIC) produced on and after May 1, 2015 no longer display the gender field on the face of the card.</p> <p>Cardholders who inquire about this change should be informed that they may use the new card in the same manner as the previous card. No other changes have been made to the card.</p> <p>Cardholders who inquire regarding how they may obtain a replacement card should be asked whether their CBIC has their photo on it. Those who indicate that their CBIC has their photo on it should be instructed to bring it to either CBIC Over-The-Counter (OTC) Site between 8:30 am and 7:15 pm on any Monday through Friday, excluding holidays. Those who indicate that their photo does not appear on their CBIC should be instructed to bring their CBIC and another form of identification with their photo on it to either CBIC Over-The-Counter (OTC) Site between 8:30 am and 7:15 pm on any Monday through Friday, excluding holidays. The locations and travel directions to those sites are listed on the Travel Directions to the Manhattan/Brooklyn Common Benefit Identification Card (CBIC) Over-The-Counter (OTC) Sites (W-608H).</p> <p>The EBT Vault/Temporary card is not affected as result of this change.</p> <p>A copy of the new version of the CBIC is attached.</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

Effective Immediately

Reference:

[GIS 15 TA/DC018](#)

Attachments:

Attachment A – New CBIC sample

