



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #07-65-OPE

(This Policy Bulletin Replaces PB #06-170-OPE)

STATE MAILER REGARDING CHANGES IN PAYPHONE ACCESS TO THE EBT HELPLINE

Date: May 25, 2007	Subtopic(s): Changes in Payphone Access to the EBT Helpline
<p>  This procedure can now be accessed on the FIAweb. </p> <p>EBT toll-free customer service can be accessed from landline and cellular phone lines.</p>	<p>The purpose of this policy bulletin is to notify all Job Center and Non-Public Assistance (NPA) Food Stamp (FS) Office staff of a mailing that was sent to all Electronic Benefit Transfer (EBT) cardholders to inform them that access to the EBT helpline from payphones has been discontinued. This policy bulletin serves as information for all other staff.</p> <p>The New York State Office of Temporary and Disability Assistance (OTDA) mailed letters to all EBT cardholders in May 2007 (see Attachment A). This letter informed all EBT cardholders that:</p> <ul style="list-style-type: none"> • as of August 15, 2007, the EBT toll-free customer service helpline at (888) 328-6399 will not be accessible via payphone • a free call can still be placed to the customer service helpline at (888) 328-6399 from any phone other than a payphone, 24 hours per day, 7 days per week • the Cash Access Locator Helpline at (800) 289-6739 remains accessible from a payphone to inquire about the following: <ul style="list-style-type: none"> ▪ Local ATM locations that do not have a surcharge; ▪ Locations that do not charge for cash back on purchases. • The NYC Message Line at (877) 879-4194 (available only in New York City) remains accessible from a payphone to receive messages.

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 2 at the prompt followed by 765 or
send an e-mail to *FIA Call Center*

In addition, the mailer advised participants that:

- FS account balances should be checked prior to purchase either in the checkout lane or at a customer service desk
- FS or cash account information such as balance and recent transactions, as well as a PIN change option, are available online at www.ebtaccount.jpmorgan.com
- Recipients of cash assistance, food stamps, Medicaid, Supplemental Security Income (SSI), Home Energy Assistance Program (HEAP) and certain veteran's benefits may be eligible to receive low-rate phone service through the LifeLine program from local phone companies.

Effective Immediately

Attachment A Important Notice: Effective August 15, 2007

Attachment B Important Notice: Effective August 15, 2007
(Spanish)



IMPORTANT NOTICE: EFFECTIVE AUGUST 15, 2007

CHANGES TO PAYPHONE ACCESS TO THE EBT HELPLINE

As of August 15, 2007, **you will not be able to use payphones** to call the EBT toll free customer service helpline at 1-888-328-6399.

You will still be able to place a free call to the customer service helpline at 1-888-328-6399 from any phone other than a payphone, 24 hours per day, 7 days per week.

If you do not have a phone of your own, you may access your account information by using the Internet or by using a friend's, neighbor's, or relative's home phone or cell phone. Remember that it is **your responsibility** to keep track of your account balances. Cash and food stamp benefit account balances are provided on EBT receipts. We encourage you to retain your receipts and/or to check your account balance from home before going shopping.

Stores and ATMs

Many EBT participating stores will allow you to check your Food Stamp account balance **before you begin shopping** either in the checkout lane or at a customer service desk. Ask the store about their policies. For those who receive cash assistance, don't forget that you can check your cash account balance free of charge at any EBT participating ATM location that displays the Quest logo. **Remember to keep your PIN a secret – never provide it to anyone.**

Internet

You can get your Food Stamp or cash account information (including balances and recent transactions) or change your PIN free of charge on the **Internet** at **www.ebtaccount.jpmorgan.com**. Just go to the site and follow the instructions provided to register. Many local public libraries offer free use of the Internet, and some stores will allow you to use the Internet to check your account balance **before you begin shopping** at computers located at their customer service desk.

LifeLine

If you are receiving Cash Assistance, Food Stamps, Medicaid, SSI, HEAP or certain Veteran's benefits, you may be eligible to get low-rate phone service through the **LifeLine** program from your local phone company. LifeLine provides low installation costs and reduced monthly charges for phone service depending on your income. For more information, contact your local phone company, your local district office or one-stop center.

Cash Access Locator Helpline

You can still call the **Cash Access Locator Helpline** at **1-800-289-6739** from a payphone or any phone:

- for ATM locations in your area that do not surcharge, or
- for locations in your area that do not charge for cash back on purchases.

NYC Message Helpline

(NYC ONLY) You can still call the **NYC message line** at **1-877-879-4194** from a payphone or any phone to get your messages.



AVISO IMPORTANTE: A PARTIR DEL 15 DE AGOSTO DE 2007

HABRÁ CAMBIOS AL ACCESO, VÍA TELEFÓNICA, DE LA LÍNEA DE AYUDA DE EBT

A partir del 15 de agosto de 2007, ya no podrá llamar al número directo de EBT 1-888-328-6399 desde un teléfono público.

Las llamadas al número de servicio al cliente, 1-888-328-6399, continuarán siendo gratis, siempre y cuando se hagan desde un teléfono que no sea un teléfono público. El servicio continuará disponible los siete días de la semana, las 24 horas al día.

Si no tiene servicio de teléfono privado, puede obtener información sobre su cuenta por medio del internet o use el teléfono de la casa o celular de su amigo, vecino o pariente. Recuerde, es su **responsabilidad** mantenerse al tanto sobre el saldo de su cuenta. El saldo restante en las cuentas de cupones y de efectivo se muestra en el recibo de EBT. Le recomendamos guardar los recibos o verificar el balance de la cuenta desde su casa, antes de salir a hacer las compras.

Tiendas y Cajeros Automáticos (ATM)

Muchas de las tiendas que aceptan tarjetas de EBT le permiten verificar el balance de la cuenta **antes de que usted haga las compras**, ya sea al momento de pagar o en la ventanilla de servicio y atención al cliente. Infórmese sobre las reglas de la tienda. Aquellas personas que reciben asistencia de dinero en efectivo, se les recuerda que pueden verificar el saldo de la cuenta, libre de cargos, desde un cajero automático que acepte tarjetas EBT que muestre el logotipo Quest. **Le recordamos nunca revelar su número PIN a nadie.**

Internet

Puede obtener información sobre la cuenta de cupones o de dinero en efectivo (inclusive saldo e historial de transacciones recientes) o cambiar el número PIN vía internet, gratis, desde el siguiente sitio: www.ebtaccount.jpmorgan.com y siga las instrucciones de inscripción. Muchas bibliotecas ofrecen servicio de internet gratis, y muchos comercios le permiten usar la computadora en la ventanilla de servicio y atención al cliente para verificar el saldo de la cuenta **antes de hacer las compras.**

LifeLine

Si usted recibe dinero del programa de Dinero en Efectivo, Cupones para Alimentos, Medicaid, SSI, HEAP o beneficios a veteranos, es posible que habilite para recibir la tarifa de descuento de servicio telefónico de su compañía local. El programa conocido como Lifeline ofrece instalación de servicios telefónicos a bajo costo y cuotas mensuales bajas según sus ingresos. Si desea más información, comuníquese con la compañía local de servicios telefónicos, el distrito local o el centro de recursos diversos.

Línea Directa de Ayuda sobre Dinero en Efectivo

Puede llamar la **Línea Directa de Ayuda sobre Dinero en Efectivo al 1-800-289-6739 desde cualquier teléfono, inclusive de un teléfono público para:**

- Averiguar las ubicaciones de cajeros automáticos que no cobran sobrecargos, o
- Averiguar los comercios locales que no cobran cuotas por retirar dinero en efectivo.

Línea de Mensajes de la Ciudad de Nueva York

(Solamente para NYC) Podrá continuar llamando la **Línea de Mensajes de la Ciudad de Nueva York (1-877-879-4194)** desde cualquier teléfono, inclusive de un teléfono público para obtener sus mensajes.