

FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #11-09-OPE

OVER THE COUNTER CARD CANCELLATION (FIA-1018) FORM

Date: January 28, 2011	Subtopic(s): Forms		
This procedure can now be accessed on the FIAweb.	The purpose of this policy bulletin is to inform all Electronic Benefit Transfer (EBT) Services staff about the newly developed Over the Counter Card Cancellation (FIA-1018) form. This form is to be used at Over the Counter (OTC) sites when EBT cards are being cancelled because they were issued with errors by the contracted card vendor.		
	The EBT Services staff will fill in the card holder's name, Client Identification Number (CIN), card number, and the reason for the cancellation, and sign and date the FIA-1018 . OTC HRA personnel will then cancel the card and file the FIA-1018 in the Agency's record.		
	A sample of Form FIA-1018 is attached.		
	Effective Immediately		
	Attachment:		
Please use Print on Demand to obtain copies of forms.	FIA-1018 Over the Counter Card Cancellation		



Date:	
Case Number:	
Case Name:	
EBT Site:	

Over the Counter Card Cancellation

Card Number:	CIN Number:
Card Issued to:	
Reason for Cancellation:	

Signature: _____ Date: _____