



Department of Social Services
Human Resources Administration
Department of Homeless Services

Social Media Toolkit: EBT Card Change

Dear Partners,

On Sunday, May 19, 2024, we need to make some changes to New York's Electronic Benefits Transfer (EBT) system. These changes will mean the system will be unavailable on May 19 from approximately 12:01 a.m. to 11:00 a.m.

While the system is unavailable, you will not be able to use your EBT card.

What does this mean?

- You will not be able to use your EBT card to buy food or make cash withdrawals
- The customer service hotline, EBT mobile app (ConnectEBT) and EBT online client portal (connectEBT.com) will be unavailable

Please plan your food and cash purchases or cash withdrawals ahead of time. Once the change is complete, you can use your EBT card.

Why is this happening? We are changing companies that manage the EBT System.

Do I need to do anything? No, you will not need a new EBT card or PIN.

Is the Hotline Number Changing? The EBT Customer Service helpline phone number on the back of your card will still be 1-888-328-6399.

Please check otda.ny.gov on May 19 to find out when the EBT system is back up and available for cardholders to use.

Help Us Spread the Word on Social Media!

EBT Card Vendor Change

Engage with Us: One of the most important ways you can help amplify our messages is to engage with us on social media. Below you will find sample social media posts you can share on your channels.

Post 1 (Short): PLEASE PLAN AHEAD: On Sunday, May 19 only, you will not have access to your EBT benefits. NY State is changing the company that manages the EBT card system. You will not need a new card, but services will not be available on May 19.

Post 2 (Long): PLEASE PLAN AHEAD: On Sunday, May 19 only, you will not have access to your SNAP, Cash Assistance, or other benefits through your EBT or temporary Vault Card. New York State is changing the company that manages the EBT system. You will not need a replacement card, but on Sunday, May 19, 2024 only, you will not be able to buy food or take cash out of the ATM. Online and mobile EBT services will not be available.

ALT-TEXT: Illustration of a red X over a debit card machine with an EBT card alongside it.

[Download](#) and share the campaign social media images along with the posts above.



Thank you for your support. For questions about the social media toolkit, please contact robertsel@dss.nyc.gov or lucianoj@dss.nyc.gov.