

CHANGES TO NEW YORK'S ELECTRONIC BENEFITS TRANSFER (EBT) SYSTEM

FREQUENTLY ASKED QUESTIONS

WHAT CHANGE IS HAPPENING?

New York State is changing the company that manages the EBT system on Sunday May 19, 2024. **On Sunday, May 19, 2024 only:** You will not have access to your benefits through your EBT or temporary Vault Card. You will not be able to buy food or take cash out of the ATM. Online and mobile EBT services will not be available. **PLAN AHEAD.**

WHAT DOES THIS MEAN FOR ME?

There are a few things you will need to know about this change:

- You do not need a new card!
- The EBT Customer Service helpline phone number (on the back of your card) will still be **1-888-328-6399**.

AFTER THE CHANGE, WILL I BE ABLE TO USE MY CONNECTEBT ACCOUNT?

No. You will have to use a new website (www.ebtedge.com) or the ebtEDGE mobile app. You will have to set up a new account. To download the app, can scan the QR code for your device or visit the Apple or Google Play Stores.



Apple



Google/Android

WILL I BE ABLE TO LOCK MY CARD LIKE I COULD WITH CONNECTEBT?

Yes. ebtEDGE will give you some options to lock your card when it is not in use. This can help to prevent scam-related benefit thefts. Once you set up your account, you should do this to help keep your benefits safe.

WILL THIS NEW SYSTEM CHANGE MY BENEFITS?

No. This system change will have no impact on your benefits.

WILL I NEED A NEW CARD?

No. Your card will continue to work the same.

WHERE SHOULD I GO FOR MORE INFORMATION?

Visit OTDA's website (www.otda.ny.gov) for more information and any necessary updates.

纽约州电子福利金转账（EBT）系统的变更



常见问题与解答



会发生哪些变更？

纽约州将于 2024 年 5 月 19 日（星期日）更换管理 EBT 系统的公司。仅 **2024 年 5 月 19 日（星期日）当天**：您将无法通过 EBT 或临时 Vault 卡领取福利金。您将无法购买食物或从自动取款机提取现金。届时不提供在线与移动 EBT 服务。请提前规划。

这对我来说意味着什么？

关于这一变更，您需要了解以下事项：

- 您不需要办理新卡！
- EBT 客户服务热线电话号码（在您的卡背面）仍为 **1-888-328-6399**。

变更后，我还能使用我的CONNECTEBT账户吗？

不能。您必须使用新网站 (www.ebtedge.com) 或 ebtEDGE 移动应用程序。您将需要建立一个新账户。要下载该应用程序，请下列适用您设备的 QR 码，或访问 Apple 或 Google Play 商店。

我能否像使用 CONNECTEBT 那样锁定我的银行卡？

能。ebtEDGE 将为您提供一些选项，以便在不使用时锁定您的银行卡。这有助于防止与诈骗有关的利益盗窃。建立账户后，您应立即这样做，以确保您的福利金安全。

新系统会改变我的福利吗？

不会。这一系统变更不会影响您的福利。

我需要办理新卡吗？

不需要，您的卡可继续正常使用。

我应该去哪里了解更多信息？

请访问 OTDA 网站 (www.otda.ny.gov) 了解更多信息和任何必要的更新信息。



Apple



Google/Android