

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.

紐約州電子福利金轉帳（EBT）系統的變更

常見問答集

會發生哪些變更？

紐約州將於 2024 年 5 月 19 日（星期日）更換管理 EBT 系統的公司。僅限 **2024 年 5 月 19 日（星期日）當天**：您將無法透過 EBT 或臨時 Vault 卡領取福利金。您將無法購買食物或從自動櫃員機提取現金。屆時不提供線上與行動 EBT 服務。請預先做好規劃。

這對我來說意味著什麼？

關於這項變更，您需要了解以下事項：

- 您不需要辦理新卡！
- EBT 客戶服務熱線電話號碼（在您的卡片背面）仍為 **1-888-328-6399**。

變更後，我還能使用我的CONNECTEBT帳戶嗎？

不能。您必須使用新網站 (www.ebtedge.com) 或 ebtEDGE 行動應用程式。您將需要建立一個新帳戶。要下載該應用程式，請掃描下列適用您裝置的 QR 碼，或造訪 Apple 或 Google Play 商店。

我能否像使用 CONNECTEBT 那樣鎖定我的銀行卡？

能。ebtEDGE 將為您提供一些選項，以便在不使用時鎖定您的銀行卡。這有助於防止與詐騙相關的利益盜竊事件。建立帳戶後，您應立即這樣做，以確保您的福利金安全。

新系統會改變我的福利嗎？

不會。此系統變更不會影響您的福利。

我需要辦理新卡嗎？

不需要，您的卡片可繼續正常使用。

我應該去哪裡了解更多？

請造訪 OTDA 網站 (www.otda.ny.gov) 以了解更多資訊和任何必要的更新資訊。



Apple



Google/Android