

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.

CHANJMAN NAN SISTÈM TRANSFÈ BENEFIS ELEKTWONIK (EBT) NEW YORK LA.



KI CHANJMAN K AP PASE?

Eta New York ap chanje konpayi ki jere sistèm EBT a Dimanch 19 Me 2024.

Dimanch 19 Me 2024 sèlman: Ou p ap gen aksè a benefis ou yo atravè EBT ou oswa Vault Card tanporè ou a. Ou p ap kapab achte manje oswa retire lajan kach nan ATM la. Sèvis EBT sou entènèt ak telefòn mobil p ap disponib.

PLANIFYE DEPI DAVANS!

KISA SA VLE DI POU MWEN?

Gen kèk bagay wap bezwen konnen sou chanjman sa a:

- Ou p ap bezwen yon nouvo kat!
- Nimewo telefòn liy asistans Sèvis Kliyan EBT a (sou do kat ou a) ap toujou disponib **1-888-328-6399**.

APRE CHANJMAN SA A, ÈSKE M AP KAPAB ITILIZE KONT CONNECTBT MWEN AN?

Non. Ou pral oblije sèvi ak yon nouvo sitwèb (www.ebtedge.com) oswa aplikasyon mobil ebtEDGE. Ou pral oblije ouvè yon nouvo kont. Pou telechaje aplikasyon an, ka eskane kòd QR pou aparèy ou an oswa vizite Apple Store oswa Google Play Store.



Apple



Google/Android

ÈSKE M AP KAPAB BLOKE KAT MWEN AN MENM JAN AK CONNECTBT?

Wi. ebtEDGE ap ba ou kèk opsyon pou bloke kat ou lè li pa itilize. Sa a ka ede anpeche vòl benefis ki gen rapò ak vòl. Yon fwa ou ouvè kont ou, ou ta dwe fè sa pou ede kenbe benefis ou yo an sekirite.

ÈSKE NOUVO SISTÈM SA A AP CHANJE BENEFIS MWEN YO?

Non. Chanjman nan sistèm sa a pap fè okenn enpak sou benefis ou yo.

ÈSKE M AP GEN BEZWEN YON NOUVO KAT?

Non. Kat ou a ap kontinye fonksyone menm jan an.

KI KOTE MWEN TA DWE ALE POU JWENN PLIS ENFÒMASYON?

Vizite sit entènèt OTDA a (www.otda.ny.gov) pou plis enfòmasyon ak nenpòt mizajou ki nesesè yo.