

GENERAL INFORMATION SYSTEM
Center for Employment & Economic Supports

February 24, 2015

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TO: Subscribers

SUGGESTED DISTRIBUTION: Commissioners; TA Directors; SNAP Directors

FROM: Phyllis D. Morris, Deputy Commissioner
Center for Employment and Economic Supports

SUBJECT: Third-party Application (App) for Android phones offering free EBT balance information

EFFECTIVE DATE: Immediately

CONTACT PERSON: SNAP Bureau, (518) 473-1469

The purpose of this GIS is to inform social services districts (SSDs) of a third party that is promoting Android smartphone application (app), offering SNAP recipients free EBT balance information. They also offer other smartphone apps for obtaining information about other public benefit account balances. **Attached is a sample flyer, developed by the third party, which was found on a local public bulletin board.** This service is **NOT** affiliated with OTDA or our EBT contractor Xerox and, these apps may not be secure. The third party collects login data from the cardholder and then collects data from the Xerox client portal, delivering it to the mobile app.

Although the information may be accurate, neither OTDA nor Xerox promotes or encourages use of this app or any similar app or website because we have no way to ensure that a cardholder's login, personal and financial data are kept secure. Use of these apps or any other third party website or app may expose users to a breach of their confidential and personal information.

If SSDs receive customer inquiries about any of these apps or similar third party websites offering free EBT balance information, please discourage their use.

As a reminder, OTDA EBT customers can check their EBT balance using the toll-free number - 1-888-328-6399 that is available in English and Spanish 24 hours per day, 7 days per week. EBT customers also can check their EBT balance and other information using Xerox's New York EBT customer website at <https://www.ebt.acs-inc.com/>. Customers first must register to the website before they can access their EBT information.

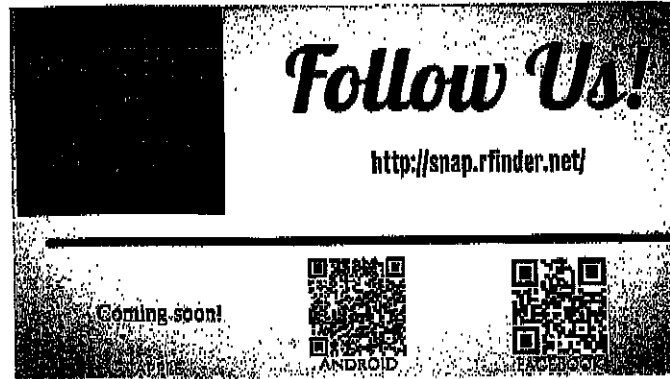
Customers can visit the OTDA www.mybenefits.ny.gov for information on other public benefits programs, using this secure method. They can also find out how to obtain secure information on their Social Security benefits, including account balances, by visiting www.SSA.gov.

Attachment



Supplemental
Nutrition
Assistance
Program

CHECK YOUR EBT BALANCE FOR **FREE** INSTANTLY FROM YOUR
PHONE! THE APP INSTANTLY PROVIDES YOUR CARD BALANCE.



To get started, follow the steps below:

Step (1) Register. If your card is issued from NY, go to <https://www.ebt.acs-inc.com/> to set up your user ID and password. If



your card is issued from any other state, please visit your state's SNAP website to register.

Step (2) Download the BC4EBT/SNAP App on your Android phone and enter in your username and password from step (1) above.



Customer Support: 631-610-9635

Our other Apps include:



**Balance 4 EPPICard
Child Support**



**Balance 4 UCard
Unemployment
Insurance**



**Balance 4 SSI/SSD
Social Security**