

**NCS EBT RFP
APPENDIX I - FNS NCS Waivers**

Waiver Title	CFR Section	State	Narrative
Retailer Adjustment -No Hold/15 Calendar Day Debit	274.2(g)(2)(ii)	CT, MA, ME, NH, NY, RI, VT	State Agency (SA) may implement an EBT Adjustment system which does not place a HOLD on a household's account for the amount of the Debit Adjustment. The SA must send a concurrent notice to the household upon receipt of the requested Adjustment. The SA may also act on the Debit Adjustment within 15 Calendar Days rather than 10 Business Days.
POS Re/De-Installation Fees	274.3(a)(2)	CT, ME, NH, NY, RI, VT	Allows SA to charge reasonable fees to reinstall EBT POS devices if the retailer breaches the Retailer Agreement and returns to the EBT System using State supplied terminals, or if the retailer returns after being disqualified. This also allows an SA to charge reasonable fees to de-install State supplied POS terminals if a retailer changed to a Third Party Processor. The possibility of these charges should be mentioned in the Retailer Agreement and training material.
PIN Selection via ARU	274.8(b)(3)(ii)(c)	CT, MA, ME, NH, NY, RI, VT	Waives Encryption of PIN from point of entry. Clients may call the Customer Service help desk to select a PIN of their choice using an Automated Voice Response (AVR) system. The process requires entry of the Personal Account Number (PAN) and verification of the client's identity before a PIN can be selected. Upon verification, the system would prompt the client to select a PIN of their choosing by entering the PIN on a touch-tone phone and then require re-entry of the PIN for confirmation. The client would have immediate or next day access to their benefits using the new PIN.
Return Address on Card	274.8(b)(5)	CT	Allows SA to waive the requirement that a return address must be printed on the EBT cards.
Expungement of deceased one-person household	274.2(h)(2)	CT	Waives the requirement to expunge SNAP benefits that have not been accessed by the household after a period one year and allows the State to expunge benefits of a deceased one-person household when official notice has been received or a death match has been confirmed from an official source.

The waivers listed above are in effect for current state EBT Contracts. Identified states may wish to continue the stated waiver(s) under the new Contract resulting from this RFP. All waivers are contingent on FNS approval.