



**NEW YORK STATE  
OFFICE OF TEMPORARY AND DISABILITY  
ASSISTANCE  
40 NORTH PEARL STREET  
ALBANY, NY 12243-0001**

**Eliot Spitzer**  
*Governor*

**David A. Hansell**  
*Commissioner*

**Informational Letter**

**Section 1**

<b>Transmittal:</b>	07-INF-13
<b>To:</b>	Local District Social Services Commissioners
<b>Issuing Division/Office:</b>	Division of Employment and Transitional Supports
<b>Date:</b>	September 28, 2007
<b>Subject:</b>	Introducing the Electronic Benefit Transfer (EBT) Cardholder Account Overview Guide
<b>Suggested Distribution:</b>	EBT Coordinators Temporary Assistance Directors Food Stamp Directors Staff Development Coordinators
<b>Contact Person(s):</b>	Bureau of EBT Services at 1-800-343-8859, ext. 3-0332
<b>Attachments:</b>	PUB-4914: <i>EBT Cardholder Account Overview Guide</i> (English)
<b>Attachment Available On – Line:</b>	Yes

**Filing References**

<b>Previous ADMs/INFs</b>	<b>Releases Cancelled</b>	<b>Dept. Regs.</b>	<b>Soc. Serv. Law &amp; Other Legal Ref.</b>	<b>Manual Ref.</b>	<b>Misc. Ref.</b>

## Section 2

### I. Purpose

The purpose of this Informational Letter (INF) is to introduce the newly created PUB-4914: “*Electronic Benefits Transfer (EBT) Cardholder Account Overview Guide*” (*EBT CAO Guide*) to local social services districts.

### II. Background

There is now a secure internet website through which cardholders may access information about their EBT cash and Food Stamp benefit accounts. This website, provided and supported by our EBT contractor, JPMorgan EFS, is located at [www.ebtaccount.jpmorgan.com](http://www.ebtaccount.jpmorgan.com). Access to the site is available from any home computer and state computers with Internet access functions. The website is available in English and Spanish, and includes such information as account balances, account activity, Personal Identification Number (PIN) change functionality, a New York City message center, EBT Customer Service message center, and a Chase ATM Locator Service.

The *EBT CAO Guide* was developed to assist website users in understanding the content of and navigating through the various screens of the site.

### III. Program Implications

The Cardholder Account website will provide recipients with an alternative to access many of the same informational services that they now receive by calling the EBT Customer Service Helpline. We anticipate that usage of the website will help to ease some of the call volume currently generated to the EBT Helpline. In addition, since payphone access to the EBT Helpline is no longer available as of August 15, 2007, this website provides another potential means of access for those impacted by that change.

We are encouraging local districts to promote the use of this website by familiarizing staff with this service, and by making the *EBT CAO Guide* available to your clientele as you deem appropriate. In addition to English and Spanish, the *EBT CAO Guide* will also be available in the EBT Section of the OTDA Intranet and Internet websites for viewing in 8 “other than English or Spanish” languages (Arabic, Chinese, French, Haitian-Creole, Korean, Russian, Vietnamese, Yiddish).

### IV. Forms Ordering Information:

- We expect that the new English and Spanish versions of the *EBT CAO Guide* will be printed and available for ordering by local districts sometime in early October. The 8 “other than English or Spanish” versions of the *EBT CAO Guide* will not be printed but will be available for downloading for printing at the local district.
- Because local districts will **not** automatically receive supplies of this publication, any requests for printed copies of the *EBT CAO Guide* or any camera ready copies of the 8 “Other Than English and

Spanish” versions should be submitted on OTDA-876 “Request For Forms or Publication,” and should be sent to:

Office of Temporary and Disability Assistance  
BMS Document Services and Operational Support  
P.O. Box 1990  
Albany, New York 12201

Questions concerning ordering forms should be directed to BMS Document Services at 1-800-343-8859, ext. 4-9522.

- Documents may also be ordered through Outlook. To order the forms you must obtain an OTDA-876 electronically by going to the OTDA Intranet website at <http://otda.state.nyenet/> then to the Division of Operations and Program Support page and then to the OPS E-Forms page to the Bureau of Management Services section (this section contains the electronic OTDA-876).
- For those who do not have Outlook but who have Internet access for sending and receiving email, the Internet email address is: [gg7359@dfa.state.ny.us](mailto:gg7359@dfa.state.ny.us) . For a complete list of forms available for downloading, please refer to the OTDA Intranet site: [http://otda.state.nyenet/ldss\\_eforms/default.htm](http://otda.state.nyenet/ldss_eforms/default.htm).

**Issued By**

**Name:** Russell Sykes  
**Title:** Deputy Commissioner  
**Division/Office:** Division of Employment and Transitional Supports