

DATE: August 14, 2015

TO: Subscribers

SUGGESTED DISTRIBUTION: Commissioners, TA and SNAP Directors, EBT Coordinators

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

SUBJECT: Electronic Benefit Transfer (EBT) Outage

EFFECTIVE DATE: Immediately

CONTACT PERSON: EBT Bureau at otda.sm.cees.ebt@otda.ny.gov

The purpose of this message is to inform local social services districts that there was a statewide Electronic Benefit Transfer (EBT) outage this afternoon from approximately 12:30 p.m. until 2:30 p.m. Cardholders received a “transaction denied” notice during this timeframe and were not able to use their cards to transact SNAP or cash public assistance benefits.

The problem has been corrected, and EBT transactions are now processing normally.