



Customer Service Contact Information

Summer EBT Website: OTDA.ny.gov/SummerEBT

- [Benefit issuance timeline](#)
- [Eligibility](#)
- EBT card [replacement/activation](#)
- [Detailed FAQ](#)
- [Application link/instructions](#)
- [Outreach materials](#)

Summer EBT Helpline

- 1-833-452-0096
- Answer general questions
- Child-specific eligibility questions
- Update address
- Card activation troubleshooting
- Interpreters for any language available

EBT Customer Service Helpline ([ebtEDGE](#))

- 1-888-328-6399
- Activate EBT cards
- Order replacement cards to the same address on file
- Change PIN