

New York EBT Temporarily Unavailable

New York Electronic Benefits Transfer (EBT) cardholders will not be able to use their cards during several hours on Sunday, May 19, 2024, as New York State changes over to a new EBT vendor.

New York's EBT system is expected to be unavailable between the hours of 12:01 a.m. and 11:00 a.m. on Sunday, May 19, 2024.*

Cardholder access to EBT benefits will not be available during this period of time. This includes access for food and cash purchases or cash withdrawals, as well as access to the EBT toll-free customer service helpline, mobile app, and client portal. Please plan accordingly.

More specific information about the period of downtime will be made available closer to the conversion date at www.otda.ny.gov, and www.mybenefits.ny.gov.

*EBT cardholders from other states will not be affected.

