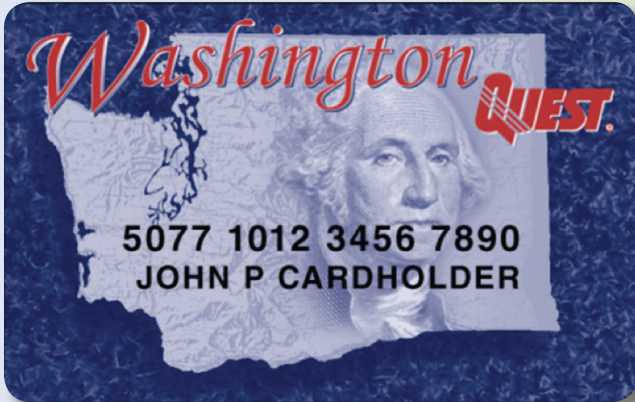


EBT Update

Transforming
Lives



**Electronic Benefits
Transfer (EBT) is the
method used by the
Washington State
Department of Social
and Health Services
(DSHS) to distribute all
food assistance benefits
and most cash benefits
to eligible households.**

What is happening?

- DSHS is changing its EBT service provider.

Why is the change necessary?

- DSHS' current EBT service provider, JPMorgan Chase, announced in November 2013 its decision to stop providing EBT services nationally.
- Based on JPMorgan Chase's announcement, DSHS began a competitive procurement process, selecting Fidelity Information Services (FIS) as its new EBT service provider.

When is the change happening?

- EBT services will be transferred from JPMorgan Chase to FIS overnight between Saturday, July 16 and Sunday, July 17, 2016.
- The service transfer window begins at approximately 10 p.m. Saturday and is expected to be completed by 8 a.m. Sunday.
- DSHS scheduled the service transfer window to minimize the impact to cardholders, merchants and financial institutions.
- DSHS sent letters to EBT cardholders in late June informing them of the service change.
- Additional information and updates will be available on the DSHS website at dshs.wa.gov, you can also find us at Facebook www.facebook.com/WaStateDSHS or follow us on Twitter at @waDSHS.

What will occur during the service transfer window?

- The entire EBT system will be turned off during the service transfer window. This means no food or cash transactions can be made during this time.
- EBT households are urged to plan ahead regarding their food and cash needs during the window.

Will there be noticeable changes after the service transfer window ends?

- Cardholders, merchants and financial institutions will not notice any differences in how transactions are made, communicated or settled.
- All existing EBT cards will continue to work. There is no need to obtain replacement cards.
- UCARD website users will need to set up new accounts at www.ebtedge.com.