



Dena Murphy  
Director

May 7, 2018

FOR IMMEDIATE RELEASE  
EBT CARDHOLDER OUTAGE NOTIFICATION

The state of California is transitioning to a new Electronic Benefit Transfer (EBT) Vendor on June 30, 2018. Because of this transition, a statewide **24-hour EBT outage** and black-out period is scheduled from **Saturday, June 23, 2018 beginning at 11 p.m. until Sunday, June 24, 2018 at 11:00 p.m.** During this outage, cardholders will not be able to access their EBT food or cash benefits.

This scheduled, one-time disruption of the Electronic Benefit Transfer (EBT) system is required to support the transition of EBT vendor services from Conduent (formerly Xerox) to Fidelity Information Services (FIS).

Notices were mailed to our clients the first week of June. Additionally, staff at all locations are notifying any newly granted cases about the outage, issuing informational fliers in our offices and posting informational signs on office lobby doors.

The client website at [www.ebt.ca.gov](http://www.ebt.ca.gov) will also be unavailable during this outage. Cardholders calling the EBT Customer Service Help Line (1-877-328-9677) during this period will be reminded of the outage via a recorded message available in 11 languages; Armenian, Cambodian, Cantonese, English, Farsi, Hmong, Lao, Mandarin, Russian, Spanish and Vietnamese. Due to the website and call centers being down, cardholders will be unable to check their balances during this outage.

Additionally, all authorized retailers have been notified of the outage. They have been encouraged to inform their own staff and post informational signage in their stores for clients as well.

For additional details, please contact Heidi Carter-Escudero at 661-633-7104 in advance of this outage.

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