

FLORIDA DEPARTMENT OF CHILDREN AND FAMILIES
Change to New EBT Vendor
September 13, 2013

FREQUENTLY ASKED QUESTIONS

How can I find out about my EBT balance?

The EBT system is currently unavailable, and will be unavailable most of the day Monday, September 16th. We apologize for any inconvenience. Once normal operations have returned, please call **888-356-3281** for balance inquiries or visit the new cardholder website at www.ebtedge.com.

Do I need to have my card replaced?

No. Your current EBT card is still active and normal activity will resume Monday afternoon, September 16th.

Can I purchase items over the weekend using my EBT Card?

Yes. However it is recommended that purchases be made prior to Monday, September 16th, as the system will not be available most of that day.

Will there be a time when I am not able to make purchases?

Yes. The EBT System will be unavailable for transaction purchases, returns, balance inquiries, etc. most of the day on Monday, September 16th.

Is the EBT toll free number changing?

The EBT Customer Service number will remain the same, **1-800-356-3281**.

The EBT Retailer Manual Voucher and Customer Service number will be **1-866-226-1207**.

Is the URL address changing?

For Customers: Yes. Once conversion is complete, you need to go to the FIS webpage (www.ebtedge.com) and create a new account. You need to click on "Cardholder Login" and Log in using your current card number and pin number. The first time you sign in, you need to register by answering the questions on the screen.

If you have trouble creating an account please call 1-800-356-3281 and follow the prompts. Once the menu options start press option number 6 (Assistance). Another menu will start with more options, select option number 4 (Other assistance). This will transfer you to a live customer service representative.

For Retailers: Yes. Once conversion is complete, you need to go to the FIS webpage (www.ebtedge.com) and create a new account. You need to click on "Merchant Login" and follow the steps to register online.

For Retailers having trouble logging in, please call **1-866-226-1207**.

Is my benefit issuance schedule changing?

No. Benefits were released early in September due to our change in EBT vendors. Benefit issuance will return to the normal schedule next month.