




HUMAN SERVICES
DEPARTMENT

Susana Martinez, Governor
Brent Earnest, Secretary Designate
Marilyn Martinez, Acting Director

General Information Memorandum

ISD-GI 15-13

TO: ISD Employees
FROM:  Marilyn Martinez, Acting Director, Income Support Division
RE: New EBT Contractor Effective February 23, 2015
DATE: March 11, 2015

Effective February 23, 2015, Fidelity Information System (FIS) will become our EBT Contractor responsible for all SNAP and Cash transactions. FIS has successfully developed, implemented, and managed 26 EBT projects throughout the country over the past 20 years. FIS is the prime EBT contractor for Arkansas, the District of Columbia, Florida, Kansas, Minnesota, Missouri, North Carolina, North Dakota, Oregon, South Dakota, Tennessee, Wisconsin and now New Mexico.

Conversion to FIS will occur February 21st and 22nd. There is a scheduled EBT outage from 10 p.m. February 21st until 7 a.m. February 22nd. This outage has been posted in: field offices; HSD Customer Web Site; and HSD's social media; sites Facebook; and Twitter.

The EBT card our customers currently have and use is still valid and do not need to be replaced. If the client needs to change a pin, or report a card lost or stolen they can call the 24 hour Customer Service Number 1-800-843-8303 (note there has been no change to the existing EBT customer service phone number) or the HSD Customer Service Number 1-800-283-4465. The new website for clients to access their account is WWW.ebtEDGE.com.

If you have questions regarding this GI, please contact John Garcia at (505) 383-2036 or by e-mail johna.garcia@state.nm.us.