
General Information Memorandum

ISD-GI 15-53

TO: ISD Employees

FROM:  Marilyn Martinez, Director, Income Support Division

RE: Required Poster: Notice of new EBT card vendor Fidelity Information Services Inc. (FIS)

DATE: September 14, 2015

In order to notify NM SNAP and CASH recipients of new EBT card vendor, 11X 17 posters will be mailed out to each ISD office. Poster must be displayed in a prominent location in the lobby and other customer service areas in your offices.

Important information contained in the poster is:

- Notice of new EBT card vendor, Fidelity Information Services Inc. (FIS)
- 24 hour Customer Service phone number 1-800-843-8303 did not change.
- Every calendar year, first EBT replacement card will be free, for each replacement card after that, a \$2.50 fee will be deducted first from CASH account. If no cash account, fee will be deducted from SNAP account.
- Recipient must speak with a FIS customer service representative to cancel and order EBT replacement card.
- New web site for account information is www.ebtEDGE.com.

If you have any questions regarding this GI, please contact Diane Valdez, EBT Customer Service, at 505-383-2041 or at Diane.Valdez@state.nm.us.