



California EBT Card Security and Technology Upgrade

Community Based Organizations Informational Notice

The California EBT Project, in partnership with the California Department of Social Services (CDSS) and our EBT Vendor, Fidelity Information Services, Inc. (FIS), will be providing new tools to allow our cardholders self-service features that will assist in protecting the benefits on their CA EBT Card from fraudulent use. There are three major efforts occurring, deployment of new and upgraded tools for our cardholders, upgrades to the Interactive Voice Response (IVR) and upgraded features on the CA EBT Card that will use magnetic chip and tap pay features when using the card.

The first upgrade is coming in the 4th quarter of this year and will provide our cardholders with expanded access and features to protect the benefits on their CA EBT cards. CA will be deploying the FIS ebtEDGE Mobile Application and Web-enabled Cardholder portal. These tools will allow Cardholders to access their card information, and modify access using new features.

For more information on the FIS National Cardholder Portal, you can visit

<https://www.fisglobal.com/en-gb/ebtedgemobile>

The ebtEDGE Cardholder Portal will be accessed using the existing CA URL using the same login username/password that are used today.

More information will be coming to our partners and cardholders over the next few weeks via flyers, public links, press releases and social media campaigns.

NEW FEATURES



Biometric Access

Touch ID, fingerprint or facial recognition on your mobile device



Block Transactions

Internet and out-of-state transactions, either temporarily or permanently



Freeze and Unfreeze Card

Turn "on"/"off" your card, when you want, and as often as you like



Card Replacement

A replacement card can be requested if card is lost or damaged



Change PIN

Ability to change your PIN when you want, and as often as you like, to keep it secure

