



FSSA News Release

Hoosier Works Electronic Benefits Transfer (EBT) system will have a temporary outage on September 26th & 27th

INDIANAPOLIS (September 2, 2015) – There will be a temporary outage of the Hoosier Works Electronic Benefits Transfer (EBT) system on Saturday, September 26 beginning at 11:00 p.m. [EDT], as the Indiana Family and Social Services Administration (FSSA) moves its business from JPMorgan Chase to Xerox. Hoosier Works is the system Indiana uses to deliver Supplemental Nutritional Assistance Program (SNAP) and Temporary Assistance for Needy Families (TANF) benefits. This outage affects all SNAP/TANF EBT cardholders. EBT card benefits are expected to be available again Sunday, September 27 by 12:30 p.m. [EDT] after the system transition is complete.

During the temporary system outage, EBT cardholders will not be able to make SNAP purchases or access TANF benefits at any grocery stores or ATMs. EBT cardholders should plan to do their grocery shopping and/or make cash withdrawals before or after the transition period.

The state's current provider, JPMorgan Chase, has decided to get out of the business of providing EBT card services, necessitating the move to a new provider (Xerox). Making the change from the old provider to the new provider requires a temporary system outage.

The system transition will not change EBT card benefits or PIN numbers, and SNAP/TANF clients will continue to use their current EBT cards after the transition. The customer service website will change to www.ebt.acs-inc.com. However, the toll free EBT customer service number [1-877-768-5098] will remain the same.

More information is available at [FSSA's website](#).

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