



# News Release

Timothy Jeffries, Director

**FOR IMMEDIATE RELEASE**  
**November 4, 2015**

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## **DES benefits through EBT cards temporarily unavailable on November 7, 2015**

**PHOENIX** – The Department of Economic Security would like to announce that all benefits administered through an EBT (Electronic Benefit Transfer) card will be temporarily unavailable for a short period of time on Saturday, November 7, 2015.

The EBT vendor, J.P. Morgan Chase, is performing systems maintenance which will require DES to take its systems offline between 12:00a.m. and 4:00a.m. This will affect all users statewide including retailers, which accept EBT cards for the Supplemental Nutrition Assistance Program or SNAP (formerly known as food stamps) and Temporary Assistance for Needy Families or TANF (cash assistance). During this time period, EBT cards will not process at ATM machines or retail stores.

“The Department recognizes this is an inconvenience for some clients and retailers, and has been actively working with the vendor to create a plan that minimizes the impact to our clients,” said Director Tim Jeffries. “We will continue to monitor the situation and will work with J.P. Morgan Chase to ensure these critical systems are operational so that the clients who depend upon them will not be affected come Saturday morning.”

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