

**DEPARTMENT OF SOCIAL SERVICES**

744 P Street, Sacramento, California 95814



November 8, 2002

ALL COUNTY LETTER No. 02-89

TO: ALL COUNTY WELFARE DIRECTORS

**REASON FOR THIS TRANSMITTAL**

- State Law Change
- Federal Law or Regulation Change
- Court Order or Settlement Agreement
- Clarification Requested by One or More Counties
- Initiated by CDSS

SUBJECT: ELECTRONIC BENEFIT TRANSFER FORM TEMP 2214

The purpose of this letter is to revise the Temp 2214 (06/02), Additional Information about Electronic Benefit Transfer (EBT) form sent to you via ACL No. 02-50. This form provides clients with additional information about EBT required by the Code of Federal Regulations 7 (CFR) 274.12(g) (10). This form is a mandatory supplement to the EBT training materials that will be sent to clients. You must send this form to each household prior to your county's conversion to EBT and provide the form to clients as part of your ongoing EBT client training.

Enclosed is a camera-ready copy of the revised form Temp 2214 (10/02) for your convenience.

If you have any questions, please contact Stan Cagle, Manager of the EBT/Welfare Technology Unit, at (916) 654-1529 or Pete Domingo of the EBT/Welfare Technology Unit, at (916) 657-1910.

Sincerely,

**Original Document '****Signed By**

BRUCE WAGSTAFF

Deputy Director

Welfare To Work Division

Enclosure

## **ADDITIONAL INFORMATION ABOUT ELECTRONIC BENEFIT TRANSFER (EBT)**

- If you are moving to a County or State that does not have EBT and you have food stamp benefits left in your account, you may request to have your remaining EBT benefits converted into food stamp coupons by calling your local Public Assistance Office in the county you are leaving. Because the smallest food stamp coupon book is \$2.00, any amount \$1.99 or less will remain in your EBT account and you will have 7 days to spend the balance.
- If an EBT system error occurs and the wrong amount has been taken from your account, contact the toll-free Customer Service number (1-877-328-9677). Your claim will be investigated and, if you are entitled to a refund of food stamp or cash benefits, your account will be credited for the amount. If your claim is denied, you have the right to request a state hearing at your local welfare office.

If you were charged too much by a store, contact the store where the purchase was made.

- If you do not use your benefits for 90 days, you will not be able to use your benefits until you contact your County worker. If an additional 180 days has passed and you still have not used your benefits, your benefits will be removed from your account every month. Food stamp benefits can not be reinstated. Your cash benefits can be reinstated if you call your County worker.