Update 2015-14: Common Place
Electronic Benefit Transfer (EBT) and Assembly Bill (AB)1614

Background

AB 1614 improves EBT recipients' access to transaction information and promotes financial education so recipients can maximize their benefits. AB 1614 also codified several existing procedures and practices in the EBT program such as the EBT Client Website and EBT Customer Service.

Changes

Transaction History

Currently, counties issue EBT transaction data to EBT recipients when requested, however there is no mandated time frame. Counties must now make available to the EBT recipient or authorized representative, all electronic benefit transaction history details available to the county, within ten business days after a request has been received. There is no additional cost to the EBT recipient for the transaction history details and no formal request is needed.

Surcharge Fees

Counties are required to inform recipients where they can use their EBT cards to withdraw benefits without incurring a fee, charge or surcharge and how to protect their EBT cards from misuse. Counties are also required to inform recipients of the alternate methods of electronic delivery of benefits available, including EBT or direct deposit and the fees associated with the EBT system. To meet this notification requirement, CDSS has developed a new form, the "EBT Surcharge-Free/Direct Deposit Handout" (EBT 2216).

Note:

It is never allowable for a surcharge fee to be charged for a CalFresh transaction.
**System Outage Alert**

The EBT system is required to inform recipients when the system does not function or is expected not to function for more than a one-hour period between 6 a.m. and midnight during any 24-hour period. The EBT Customer Service Call Center, (877) 328-9677 will provide a recorded message, in English and 10 additional languages, when the EBT system does not function or is expected not to function during the above stated time period.

(This functionality is expected to be available in the EBT system by October 2015.)

**Implementation**

Changes in this Update are effective immediately.

**Forms**

**EBT 2216**

The new “EBT Surcharge Free - Direct Deposit Handout” (EBT 2216) includes, but is not limited to, information regarding direct deposit, how to avoid ATM surcharge fees, liability for electronic theft, and how to change the method and date of benefit delivery.

The EBT 2216 must be provided to recipients at the time of application and annual redeterminations.

**PUB 388**

The “California Electronic Benefit Transfer (EBT) Card” (PUB 388) informs the recipient and authorized representatives of consumer and privacy protections and liability for theft.

The PUB 388 must be provided to recipients at the time of application and at annual redeterminations.

**Other Programs**

This Update applies to the following cash aid programs; CalWORKs, RCA, ECA, TCVAP, CAPI and GA.

**Clerical**

The two forms listed under the “Forms” section must be included in all cash aid intake and RRR packets.

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