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General Information System (GIS) Message

Section 1

Transmittal:	22 TA/DC106 Upstate and New York City
Date:	December 12, 2022
To:	Subscribers
Suggested Distribution:	Commissioners, TA Directors, SNAP Directors, HEAP Directors, Staff Development Coordinators
From:	Valerie Figueroa, Deputy Commissioner Employment and Income Support Programs
Subject:	Release of PUB-5210: Protect Yourself from Electronic Benefit Transfer (EBT) Skimming Flyer
Effective Date:	Immediately
Contact Information:	Wendy DeMarco, Director of Food and Nutrition Programs, wendy.demarco@otda.ny.gov ; Stephen Bach, Director of Program Integrity, stephen.bach@otda.ny.gov ; Luke Posniewski, EBT Bureau Chief, luke.posniewski@otda.ny.gov ; Temporary Assistance Bureau at (518) 474-9344 or otda.sm.cees.tabureau@otda.ny.gov
Attachments:	Attachment 1 – PUB-5210: Protect Yourself from EBT Skimming Flyer

Section 2

The purpose of this GIS message is to introduce the [PUB-5210: Protect Yourself from EBT Skimming](#) flyer. As outlined in [22TA/DC097: Skimming & Phishing: EBT Scams Currently Impacting Recipient Households](#), the Office of Temporary and Disability Assistance (OTDA) is aware of increasing incidents of Temporary Assistance (TA) and Supplemental Nutrition Assistance Program (SNAP) benefit theft via EBT card skimming, and is actively working to increase TA/SNAP recipients' awareness of the risks posed by this ongoing criminal activity. As such, districts are encouraged to display [PUB-5210](#) in client waiting areas and on county websites.

The [PUB-5210: Protect Yourself from EBT Skimming](#) flyer advises EBT cardholders to:

- Inspect the card machine/ATM for an overlay that may hide parts of the machine;
- Inspect the machine for glue marks, or damaged or loose parts, and be cautious of hidden cameras;
- Shield the PIN pad with your hand. Change your PIN frequently and do not share it. Check your EBT account regularly for unauthorized charges; and,
- To get a new EBT card and change your PIN, call the EBT helpline: 888-328-6399.

Forms Information

- The [PUB-5210: Protect Yourself from EBT Skimming](#) Flyer is a web-posted only form, therefore, it is only available online and is not available in hard copy from OTDA;
- The Flyer, including a Spanish version, is accessible through the OTDA Intranet website at http://otda.state.nyenet/ldss_eforms/default.htm and is available for downloading by local districts for reproduction locally; and,
- Questions concerning web-posted only forms should be directed to BMS Document Services at (518) 474-9522.