



# Starting July 27, OFI is transitioning to Fidelity Information Services (FIS) for EBT Card Services.

There will be a short EBT system outage from 11:00PM on Saturday, July 26 through 11:00AM on Sunday, July 27 to make this transition. The EBT system will be unavailable for purchases during this timeframe.

---

Here is what you need to know about the vendor change to FIS:

## What is staying the same?

- Your EBT card and PIN will remain the same.
- Your date of issuance and renewal date will remain the same.
- The EBT card service phone number will remain the same.



## What is changing?

- **New deposit time:** Benefits will be deposited a little later, at 5:00AM instead of 12:01AM, on the date of issuance.
- **New technology:** The FIS system has an app and a website to help manage your account. The app is new and the website will look different. The website ([pinetreecard.com](http://pinetreecard.com)) will automatically bring you to the FIS site. If you have used [pinetreecard.com](http://pinetreecard.com) or other apps, you will need to re-register your card.