

December 27, 2024

**GENERAL LETTER NO. 14-J-12**

ISSUED BY: Bureau of Financial, Food, and Work Supports  
Division of Community Access

SUBJECT: Employees' Manual, Title 14, Chapter J, ***EPPIC(R) Electronic Benefit Transfer System***, Title Page, Contents 1, 1-22, revised; 23, removed.

**Summary**

This chapter is revised to

- update process for adding secondary cardholders
- update card fraud safety features
- update information on the ConnectEBT app
- update branding, style, and formatting throughout

**Effective Date**

Upon receipt.

**Material Superseded**

Remove the following pages from Employees' Manual, Title 14, Chapter J, and destroy them:

<u>Page</u>	<u>Date</u>
Title Page	December 22, 2023
Contents 1	December 22, 2023
1-23	December 22, 2023

**Additional Information**

Refer questions about this general letter to your area income maintenance administrator.