

Mary Jones
101 Main Street
Boston, MA 02112

Agency ID: 9999999
Newmarket Square TAO-DTA

October 23, 2013

New Photo EBT Card Requirement – Photo on File

Dear Mary Jones:

New Photo EBT Card Law. A new law requires most DTA clients to have an Electronic Benefit Transfer (EBT) card with their picture on it. Under the law, you must get a new EBT card with your picture on it. There is no fee for the new photo EBT card.

We Will Mail You a New EBT Card. Our records show that your photo is on file with the Massachusetts Registry of Motor Vehicles (RMV). We will send you a new EBT card with that picture on it before your December benefits are issued.

What You Must Do. You will get your new photo EBT card in the mail. Your new EBT card will come with instructions.

Who Can Use Your Photo EBT Card? If you receive SNAP, all appropriate household members or authorized representatives are allowed to use your photo EBT card. This is your right. If any retailer refuses to accept your EBT card because the user is not pictured, please call your case manager right away.

Exceptions to the Photo Requirement. You may know other DTA clients who do not have to get a photo EBT card. This is because the law says that EBT cardholders who are:

- age 18 and under
- age 60 or over
- blind
- disabled, or
- victims of domestic violence

do not need a photo EBT card. If you believe one of these exceptions applies to you, call your case manager.

Questions? Call your case manager John Smith at 617-999-9999.

Attachment B

Mary Jones
101 Main Street
Boston, MA 02112

Agency ID: 9999999
Newmarket Square TAO-DTA

October 23, 2013

New Photo EBT Card Requirement –Appointment Needed

Dear Mary Jones

New Photo EBT Card Law. A new law requires most DTA clients to have an Electronic Benefit Transfer (EBT) card with their picture on it. Under the law, you must get a new EBT card with your picture on it. There is no fee for the new photo EBT card.

What You Must Do. DTA will send you an appointment letter in the next few weeks. You must come to DTA on the day and time of your appointment to get your picture taken.

If you cannot make the appointment, call your case manager to reschedule.

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Questions? Call your case manager John Smith at 617-999-9999.