



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Division of Social Services

ROY COOPER • Governor  
MANDY COHEN, MD, MPH • Secretary  
MICHAEL BECKETTS • Assistant Secretary for Human Services

**Date: October 17, 2018**

**Dear: County Directors of Social Services**

**Attention: Food and Nutrition Services Administrators, Managers and Supervisors,  
Work First Program Administrators, Managers and Supervisors**

**Subject: FIS *ebt*EDGE Mobile Application Launch**

The North Carolina Department of Health and Human Services (DHHS) is excited to announce that individuals who receive help buying food through the Food and Nutrition Services (FNS) program or cash assistance through the Work First (WF) program can now access account information through a free mobile application called *ebt*EDGE.

The app will allow individuals in the FNS and WF programs to use their smartphone to look up their account balance, deposit and transaction history, and benefit schedules. Recipients will still be able to also use existing channels to find this information, such as calling the NC EBT Call Center at 1-888-622-7328.

FIS, our EBT vendor and owner of the new app, has provided graphics to include posters in English to be distributed to counties. Spanish posters will be made available at a later time. Attached to this letter are graphics that can be printed and used in the county until the posters can be distributed.

The Department will work with the Directors Association to get the graphics delivered during the November Association meeting. Information regarding this new app will be released later this week through a public press release along with social media messages to inform our customers of this new technology. We strongly encourage county departments of social services to make this information available to all FNS and WF recipients.

If you have any questions, regarding this information, please contact me at [David.Locklear@dhhs.nc.gov](mailto:David.Locklear@dhhs.nc.gov).

Sincerely,

David Locklear, Deputy Director  
Economic and Family Services Section

DL/vd

Attachment

EFS-FNSEP-23-2018

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES**

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# PRODUCT ANNOUNCEMENT

FIS Payments Product Management  
September 28, 2018



FIS launches *ebtEDGE* Mobile Application

## FIS *ebtEDGE* Mobile application launches nationwide!

The *ebtEDGE* mobile app simplifies the life of the cardholder that depends on SNAP or Cash benefits. No longer does the cardholder need to call the IVR or look up their account balance before they leave home. Their account information is available in the palm of their hand.

This self service app puts the user's account information literally at their fingertips when they need it:

- **Account Balance:** See the 'real-time' account balance of the cardholder.
- **Deposit History:** Know when you receive your deposit in a SNAP (pun intended).
- **Transaction History:** View the history of transactions completed by the cardholder.
- **Benefits Schedule:** Get a glimpse of the benefits schedule.
- **Locator:** Find the nearest retailer accepting SNAP benefits

