



North Carolina Department of Health and Human Services Division of Social Services

• 325 North Salisbury Street •

2420 Mail Service Center • Raleigh, North Carolina 27699-2420
Courier # 56-20-25

Michael F. Easley, Governor
Carmen Hooker Odom, Secretary

Pheon E. Beal, Director
(919) 733-3055

August 19, 2005

Dear County Director of Social Services:

Re: New Food Stamp Telephone PIN
Selection Procedures for Individuals
Without a Social Security Number

Dear County Director Letter FAEP-12-2005, dated June 22, 2005, provided instructions for the Electronic Benefit Transfer (EBT) Card PIN selection process for individuals without a Social Security Number (SSN). The instructions in FAEP-12-2005 were an interim solution pending implementation of an alternative unique identifier consisting of the cardholder's date of birth.

The new PIN procedure for new or replacement EBT cards for individuals without a SSN will be effective August 25, 2005. Clients without a SSN will no longer need to come to the agency to get their EBT card PINned. Clients without SSNs will follow the same telephone PIN procedures as all other clients but will be prompted to enter date of birth by the Automated Response Unit (ARU) instead of the SSN. Caseworkers should advise clients without a SSN of the new procedure.

Please note that the interim solution of entering all zeroes for the SSN will be disabled effective August 25, 2005. Letter FAEP-12-2005 is also obsolete effective August 25, 2005. The new procedure will be added to the Food Stamp Certification Manual as soon as possible. If you have any questions, please contact your Food Assistance and Energy Programs Representative.

Sincerely,

A handwritten signature in cursive script that reads "Jane Schwartz".

Jane Schwartz, Chief
Economic Services Section

FAEP-17-2005

cc: David Steele
Food Assistance and Energy Programs Representatives
Local Business Liaisons