



VIRGINIA DEPARTMENT OF
SOCIAL SERVICES

For Immediate Release

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Select Retailers experiencing delayed EBT transactions

Richmond, VA (October 15, 2014) — Retailers who use the third party processor Fiserv to process their EBT transactions are experiencing intermittent delays. This is causing some transactions to time out and not be accepted. Xerox, Virginia's EBT vendor, is aware of the problem and is working with Fiserv to correct it.

Virginia Department of Social Services will provide an update on www.dss.virginia.gov as more information becomes available.

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