

**FOR IMMEDIATE RELEASE:**

**CONTACT: Necole Simmonds**

[Necole.Simmonds@dss.virginia.gov](mailto:Necole.Simmonds@dss.virginia.gov)

### **EBT System Currently Down for SNAP Recipients**

Richmond, Va. (August 17, 2017) - The contractor that maintains EBT services for Virginia's Supplemental Nutrition Assistance Program (SNAP) is experiencing multi-state service problems resulting in an EBT system outage. At this time, it is unknown when the system will be restored. Clients are encouraged to call (866) 281-2448 to check on the status of the system restoration.

SNAP clients can call 2-1-1 to learn of food resources that might be available to supplement their needs during this temporary system outage. Clients can also call the Enterprise Customer Service Center at (855) 635-4370 with any additional questions related to their benefits.