



Department of Administration  
Purchasing Division  
2019 Washington Street East  
Post Office Box 50130  
Charleston, WV 25305-0130

# State of West Virginia Master Agreement

Order Date: 11-01-2022

CORRECT ORDER NUMBER MUST  
APPEAR ON ALL PACKAGES, INVOICES,  
AND SHIPPING PAPERS. QUESTIONS  
CONCERNING THIS ORDER SHOULD BE  
DIRECTED TO THE DEPARTMENT  
CONTACT.

Order Number:	CMA 0511 0511 HHR1700000001 8	Procurement Folder:	216114
Document Name:	Change Order No. 6	Reason for Modification:	Change Order 6 to add EBT equipment to SNAP retailers and Fraud Enhancement.
Document Description:	Electronic Benefits Transfer (EBT) System		
Procurement Type:	Central Master Agreement		
Buyer Name:			
Telephone:			
Email:			
Shipping Method:	Best Way	Effective Start Date:	2017-02-24
Free on Board:	FOB Dest, Freight Prepaid	Effective End Date:	2023-02-23

VENDOR	DEPARTMENT CONTACT																				
<b>Vendor Customer Code:</b> VC0000051921 FIDELITY INFORMATION SERVICES LLC 601 RIVERSIDE AVE  JACKSONVILLE FL 32204 US <b>Vendor Contact Phone:</b> 866-275-6868 <b>Extension:</b>  <b>Discount Details:</b> <table><thead><tr><th></th><th>Discount Allowed</th><th>Discount Percentage</th><th>Discount Days</th></tr></thead><tbody><tr><td>#1</td><td>No</td><td>0.0000</td><td>0</td></tr><tr><td>#2</td><td>No</td><td></td><td></td></tr><tr><td>#3</td><td>No</td><td></td><td></td></tr><tr><td>#4</td><td>No</td><td></td><td></td></tr></tbody></table>		Discount Allowed	Discount Percentage	Discount Days	#1	No	0.0000	0	#2	No			#3	No			#4	No			<b>Requestor Name:</b> Jacquelyn P Hoppe <b>Requestor Phone:</b> (304) 558-0458 <b>Requestor Email:</b> jacquelyn.p.hoppe@wv.gov  <b>23</b> <b>FILE LOCATION</b>
	Discount Allowed	Discount Percentage	Discount Days																		
#1	No	0.0000	0																		
#2	No																				
#3	No																				
#4	No																				

INVOICE TO	SHIP TO
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES  ADMINISTRATION AND FINANCE  ONE DAVIS SQUARE, RM 300  CHARLESTON WV 25301  US	BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES  ADMINISTRATION AND FINANCE  ONE DAVIS SQUARE, RM 300  CHARLESTON WV 25301  US

Purchasing Division's File Copy

Total Order Amount:

Open End

**ENTERED**

PURCHASING DIVISION AUTHORIZATION  
DATE: *Tanya K. 12/5/2022*  
ELECTRONIC SIGNATURE ON FILE

ATTORNEY GENERAL APPROVAL AS TO FORM  
DATE: *John S. Gray*  
ELECTRONIC SIGNATURE ON FILE  
*12/7/2022*

ENCUMBRANCE CERTIFICATION  
*Beverly Tolar*  
DATE: *12-7-2022*  
ELECTRONIC SIGNATURE ON FILE

**Extended Description:**

Change Order 6

Provide wireless EBT equipment for WV's EBT Program specifically for USDA authorized Farmers Markets (FMs) and Direct - Marketing Farms (DFs) as requested and approved by the State of WV.

Implement an additional validation to authenticate the cardholder before playing the balance to reduce fraud from occurring on cardholder's accounts. WV EBT has chosen security code with a backup of PIN to be the authorized validation criteria.

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
1	93150000				0.000000
	<b>Service From</b>	<b>Service To</b>			
	2017-02-24	2023-02-23			

**Commodity Line Description:** Electronic Benefits Transfer (EBT) System SNAP /TANF/Cash

**Extended Description:**

Electric Benefits Transfer (EBT) System SNAP and TANF/Cash

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
2	93150000				0.000000
	<b>Service From</b>	<b>Service To</b>			
	2017-02-24	2023-02-23			

**Commodity Line Description:** Electronic Benefits Transfer (EBT) System - Conversion Cost

**Extended Description:**

Electronic Benefits Transfer (EBT) System - Conversion Cost - SNAP TANF/CASH

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
3	93150000				0.000000
	<b>Service From</b>	<b>Service To</b>			
	2017-02-24	2023-02-23			

**Commodity Line Description:** Electronic Benefits Transfer (EBT) System WIC

**Extended Description:**

This line has been discontinued.

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
4	93150000				0.000000
	<b>Service From</b>	<b>Service To</b>			
	2017-02-24	2023-02-23			

**Commodity Line Description:** Electronic Benefits Transfer (EBT) System WIC Conversion

**Extended Description:**

Electronic Benefits Transfer (EBT) System WIC Conversion Costs

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
5	93150000				0.000000
	<b>Service From</b>	<b>Service To</b>			
	2017-02-24	2023-02-23			

**Commodity Line Description:** Electronic Benefits Transfer (EBT) System Equipment/Developm

**Extended Description:**

Electronic Benefits Transfer (EBT) System Equipment/Development

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
6	93150000				0.000000
	<b>Service From</b>	<b>Service To</b>			
	2017-02-24	2023-02-23			

**Commodity Line Description:** Electronic Benefits Transfer (EBT) System WIC

**Extended Description:**

Electronic Benefits Transfer (EBT) System WIC

Commodity Line 3 has been discontinued.

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
7	93150000				0.000000
	<b>Service From</b>	<b>Service To</b>			
	2019-01-11	2019-02-28			

**Commodity Line Description:** Implementation and Processing Change Order No. 2

**Extended Description:**

Implementation and Processing Change Order No. 2

One Time Implementation and Processing Project Pricing \$5,000.00

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
8	93150000			EA	0.900000
	<b>Service From</b>	<b>Service To</b>			

**Commodity Line Description:** CSR Calls Change Order No. 2

**Extended Description:**

CSR Calls Change Order No. 2

\$0.90 per Minute

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
9	93150000				0.000000
	<b>Service From</b>	<b>Service To</b>			
	2020-04-23	2023-02-23			

**Commodity Line Description:** Special PEBT Program Implementation - CO 3

**Extended Description:**

Special PEBT Program Implementation - CO 3

One-time implementation fee - \$14,940 (166 total hours @ \$90/hr.) (Refer to Schedule D Cost Sheet in Contract CMA 0511 HHR17\*1.)

P-EBT Only (Monthly Fee)

First Case Month

P-EBT for Cases that receive another Benefit (Increase in CPCM for cases that receive the new PEBT benefit(s) and also receive another benefit.) Standard CPCM + \$0.30

P-EBT for New Cases - \$3.00 CPCM

Second Case Month

P-EBT for Cases that receive another Benefit (Increase in CPCM for cases that receive the new PEBT benefit(s) and also receive another benefit.) Standard CPCM + \$0.30

P-EBT for New Cases - \$2.00 CPCM

Third Case Month

P-EBT for Cases that receive another Benefit (Increase in CPCM for cases that receive the new PEBT benefit(s) and also receive another benefit.) Standard CPCM

P-EBT for New Cases - Standard CPCM

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
10	93150000				0.000000
	<b>Service From</b>	<b>Service To</b>			
	2022-08-01	2022-08-31			

**Commodity Line Description:** Implementation and Processing Change Order No. 5

**Extended Description:**

Implementation and Processing Change Order No. 5

One Time Implementation and Processing Project Pricing for P-EBT Call Center \$30,000.00

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
11	93150000				0.000000
	<b>Service From</b>	<b>Service To</b>			
	2022-08-01	2023-02-23			

**Commodity Line Description:** P-EBT Ongoing minimum call center monthly fee CO5

**Extended Description:**

Change Order 5

P-EBT ongoing minimum call center monthly fee \$20,000.00

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
12	93150000				0.000000
	<b>Service From</b>	<b>Service To</b>			
	2022-08-01	2023-02-23			

**Commodity Line Description:** CSR P-EBT Calls Change Order No. 5

**Extended Description:**

CSR P-EBT Calls Change Order No. 5

\$1.50 per Minute

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
13	93150000				0.000000
	<b>Service From</b>	<b>Service To</b>			
	2022-08-01	2022-08-31			

**Commodity Line Description:** Implementation and Processing Change Order No. 5

**Extended Description:**

Implementation and Processing Change Order No. 5

One Time Implementation and Processing Project Pricing for WV Block Cardholder Common Personal Identification Numbers (PINs) \$20,340.00

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
14	93150000				0.000000
	<b>Service From</b>	<b>Service To</b>			
	2022-08-01	2023-02-23			

**Commodity Line Description:** WV Block (PINs) ongoing monthly fee CO 5

**Extended Description:**

Change Order 5

WV Block Cardholder Common Personal Identification Numbers (PINs)

Monthly fee \$282.00

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
15	93150000				0.000000
	<b>Service From</b>	<b>Service To</b>			
	2022-11-01	2023-02-23			

**Commodity Line Description:** Change Order 6 - Novo Solution A

**Extended Description:**

Novo Dia Service Solution A: BYOD (Bring Your Own Device)

\$560.00 Equipment (one time)

\$20.00 License Fee (per month)

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
16	93150000				0.000000
	<b>Service From</b>	<b>Service To</b>			
	2022-11-01	2023-02-23			

**Commodity Line Description:** Change Order 6 - Novo Solution B

**Extended Description:**

Novo Dia Service Solution B: Purchase Device and Cellular Service

\$1,000.00 Equipment (one time) - includes refurbished iPad

\$25.00 Cellular Service (per month)

\$20.00 License Fee (per month)

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
17	93150000				0.000000
	<b>Service From</b>	<b>Service To</b>			
	2022-11-01	2023-02-23			

**Commodity Line Description:** Change Order 6 - FIS Service

**Extended Description:**

FIS Service

\$1,000.00 Set Up (one time)

\$45.00 (per month, State) Equipment Lease price

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
18	93150000				0.000000
	<b>Service From</b>	<b>Service To</b>			
	2022-11-01	2023-02-23			

**Commodity Line Description:** Change Order 6 - WV Fraud Enhancement

**Extended Description:**

Development and Implementation

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
19	93150000				0.000000
	<b>Service From</b>	<b>Service To</b>			
	2022-11-01	2023-02-23			

**Commodity Line Description:** Change Order 6 - WV Fraud Enhancement (Monthly)

**Extended Description:**

Monthly Ongoing Fee (Option 1)

\$12,370.32

IVR cost (additional 20 seconds to prompt and enter PIN)

**WV - Provide Wireless EBT Equipment to SNAP Retailer Authorized FM's and DFMs Vers. 2**

GOVS-2631

04/16/20

**Customer** State of West Virginia  
DHHR Office of EBT Banking Services  
Attn: Jacquelyn P Hoppe, Director  
[jacquelyn.p.hoppe@wv.gov](mailto:jacquelyn.p.hoppe@wv.gov)  
304-558-0458  
1 Davis Square  
Suite 402  
Charleston, WV 25301

**FIS Contact** Missy Hansen

[Missy.Hansen@FISGlobal.com](mailto:Missy.Hansen@FISGlobal.com)

331.233.9440

**Project Overview** This Customer Authorization, issued pursuant to the West Virginia Department of Health and Human Resources Contract #CMA0511-HHR170000001, dated 2/24/17, between the West Virginia Department of Health and Human Resources ("Customer") and Fidelity Information Services, LLC. to:

- Provide wireless EBT equipment for West Virginia's EBT Program specifically for USDA authorized Farmers Markets (FMs) and Direct-Marketing Farms (DFs) as requested and approved by the State of West Virginia.

**Deliverables** FIS will:

- Implement a farmer market approval process for the State to request wireless EBT equipment for USDA authorized FMs/DFs.
- Ensure equipment contracts with FM/DF are provided and processed once received.
- Configure FIS billing to invoice the State of West Virginia based on the wireless equipment solution chosen.
- FIS will interface with NDG for Novo Dia solutions elected by the State
- Itemize FM/DF billing on the State of West Virginia's standard monthly invoice based on equipment chosen per vendor.

**Contingencies** FIS' performance under this CA is contingent upon:

- The State's understanding and agreement that:
  - Anything not outlined in this CA is outside the scope of this project.
  - Reminder that this equipment is used only for processing SNAP transactions.
  - FIS wireless equipment must be within range of AT&T cellular towers for the wireless equipment to function, requires a contract between FIS and the FM/DF, and the equipment will be supported by FIS.
  - FIS wireless equipment requires a separate contract with the FM/DF which requires FM/DFs to pay for wireless equipment monthly costs after the State's funding/grant expires if the FM/DF desires to continue use of the service, and FIS equipment will be supported directly through FIS at that point.
  - Provisioning of service to Farmers Market shall begin upon receipt of a signed agreement from FM/DF, not upon notice from State of retailer's desire to participate
  - Novo Dia equipment requires a separate contract with the FM/DF which requires FM/DFs to pay for wireless equipment monthly costs after the State's funding/grant expires if the FM/DF desires to continue to use the service, and Novo Dia equipment

**WV - Provide Wireless EBT Equipment to SNAP Retailer Authorized FMs and DFMs Vers. 2**

GOVS-2631

04/16/20

will be supported directly through Novo Dia rather than FIS at that point.

- The State will create a ticket on the FISOne Client Portal approving specific FMs/DFs for wireless POS equipment.
- The ticket created by the State will include:
  - Approved FNS Number,
  - Market Name and Location Address,
  - Contact Name, Phone and E-mail Address
  - Shipping Address (If different from Location; P.O. Box Not Allowed)
  - Equipment Solution:
    - FIS Wireless Equipment (Vx680)
    - Novo Dia – Solution A: BYOD (Bring Your Own Device)
    - Novo Dia – Solution B: Purchase Device and Cellular Service

- Receipt by FIS of the signed CA.
- State of West Virginia's performance of its obligations set forth herein and in the Agreement to the extent necessary for FIS Corporation to perform.
- State or retailer may terminate service at any time. FIS will within reasonable time end the service.
- Partial month of service equates to a full month for billing purposes.
- Acceptance of the deliverables hereunder is upon delivery by FIS or Novo Dia.
- FIS not being responsible for issues or delays outside of FIS' reasonable control.
- Novo Dia will be responsible for equipment warranty determination if equipment is returned non-functioning.
- Fulfillment of the payment terms listed below.

Equipment Solutions: State of West Virginia FM/DFs may choose one of the following three options for wireless equipment to process only SNAP transactions:

1. Novo Dia Equipment (Solution A)
2. Novo Dia Equipment (Solution B)
3. FIS Equipment (Vx680) as per current contract with West Virginia

Project Pricing Based on Equipment Selected

Equipment Pricing Novo Dia Service - **Solution A: BYOD (Bring Your Own Device)**  
\$560.00 Equipment (one time)  
\$20.00 License Fee (per month)

Novo Dia Service - **Solution B: Purchase Device and Cellular Service**  
\$1,000.00 Equipment (one time) – includes refurbished iPad  
\$25.00 Cellular Service (per month)  
\$20.00 License Fee (per month)

FIS Service

\$1,000 Set Up (one time)  
\$45.00 (per month, State) Equipment Lease price

**WV - Provide Wireless EBT Equipment to SNAP Retailer Authorized FMs and DFMs Vers. 2**

GOVS-2631

04/16/20

**Payment Terms** This CA is payable as follows:

- FIS will invoice the State of West Virginia for equipment and first month's service fees once the FM/DF order is shipped.
- Monthly billing to the State of West Virginia will continue for monthly charges until funding for the FM/DF program has expired, and/or when the State informs FIS that FMs/DFs using purchased equipment are no longer to be billed to the State, or the FM/DF terminates service.

**Other Terms**

- The opportunity to execute this CA is valid for a period of sixty (60) days from the date stated at the top of this CA. In the event that this CA is not executed within the sixty (60) day period, this CA shall be null and void.
- This CA shall be effective when signed by both parties. Unless the expiration date of the CA is expressly set forth herein, this CA shall expire upon the delivery by eFunds of the Deliverables described above.
- No government funds to be paid under this CA are being or shall be used to develop any current or future intellectual property of FIS Corporation except as expressly set forth in this CA. No rights in intellectual property are being transferred pursuant to this CA.
- This CA supersedes any verbal agreements or understandings made previously regarding this subject.
- Except as amended hereby all other terms and conditions of the Agreement shall remain in full force and effect until September 2021.
- FIS reserves the right to nullify this CA if it is altered from its original form provided by FIS.



**WV - Provide Wireless EBT Equipment to SNAP Retailer Authorized FMs and DFMs Vers. 2**

GOVS-2631

04/16/20

**Agreements** FM/DFs will be allowed to choose their preferred wireless solution based on the State of West Virginia's approval for such equipment as described above under Equipment Solutions.

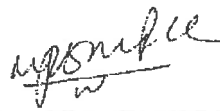
The state will make the decision about the wireless solution by submitting a ticket per the process noted above. There should not be any changes from the solution ordered without discussion with the state.

**Approvals** I have read and understood this CA and approve its contents, and I hereby approve work to begin on this project pursuant to the terms and conditions of the Agreement, as amended by this CA.

I have selected the handling method for Cellular and Transaction Fees.

FIDELITY INFORMATION SERVICES, LLC

WEST VIRGINIA DEPARTMENT OF HEALTH AND HUMAN  
SERVICES

BY: 

BY: 

Prashant Gupta  
PLEASE PRINT NAME

Jacquelyn Hoppe  
PLEASE PRINT NAME

VP, Business Executive, EBT  
TITLE

Director  
TITLE

April 16, 2020  
DATE

April 24, 2020  
DATE

**WV Fraud Enhancement – Added Validation Requirement Before Balance in IVR**

No. EBTGOVS-  
13555 - WV

9/23/2022

**Customer** State of West Virginia  
DHHR Office of EBT Banking Services  
Attn: Jacquelyn P Hoppe, Director  
[jacquelyn.p.hoppe@wv.gov](mailto:jacquelyn.p.hoppe@wv.gov)  
304-558-0458  
1 Davis Square, Suite 402  
Charleston, WV 25301

**FIS Contact** Missy Hansen

[Missy.Hansen@FISGlobal.com](mailto:Missy.Hansen@FISGlobal.com)

331-233-9440

**Project Overview** This Customer Authorization issued pursuant to the West Virginia Department of Health and Human Resources Contract #CMA0511-HHR170000001, dated 2/25/22, between the West Virginia Department of Health and Human Resources ("Customer") and Fidelity Information Services, LLC. to:

- Implement an additional validation to authenticate the cardholder before playing the balance to reduce fraud from occurring on cardholder's accounts. West Virginia EBT has chosen security code with a backup of PIN to be the additional validation criteria.

**Deliverables** FIS will:

- Add a prompt for the cardholder's four-digit PIN as a validation step in WV Cardholder IVR before the balance is played.
- Prompt and validate the cardholder's Personal Identification Number (PIN). If the cardholder has a PIN, the following will occur:
  - Prompt will read "For security purposes, please enter your 4-digit PIN."
  - If there is no response after 3 attempts, the call is ended
  - If there is a no match after 3 attempts, the call is ended
- Allow the cardholder to select a PIN if one has not previously been selected. The IVR will continue to prompt the cardholder to select a PIN. Once the initial PIN select is successful, the IVR will play the balance as they do today.
- Continue to prompt and validate the Security code before playing the balance if the cardholder currently has a Security Code linked to their account. If so, the following will occur:
  - Prompt will read "For security purpose, please enter your security code."
  - If the Security Code entered in the IVR does not match what is present on FIS database and 3 attempts are made, the call is ended
  - If there is no response after 3 attempts, the call is ended
  - If there is a no match after 3 attempts, the call is ended
- Log new event codes if the caller fails the Balance Inquiry IVR validation and did not proceed to hear the balance.
  - No response after 3 attempts
  - No match after 3 attempts
- Update recipient IVR call scripts and provide to the State.
- Update call center scripts and provide to FIS call center.
- Perform QC testing to confirm changes.

**Contingencies** FIS performance under this CA is contingent upon:

- The State's understanding and agreement that:
  - There will be no other modifications made to the IVR besides what is listed in the Deliverable

**WV Fraud Enhancement – Added Validation Requirement Before Balance in IVR**

No. EBTGOVS-  
13555 - WV

9/23/2022

section.

- There will be no updates made to the Cardholder Portal/Mobil App PIN selection flow.
- Should the State wish to discontinue the use of PIN for added validation before Balance Inquiry, will result in an additional cost.
- The additional verification step using the Cardholder's PIN may decrease cases of fraud, however, will not eliminate it.
- The State will be responsible for communicating this new validation requirement to their Cardholders prior to being enabled.
- There will be no changes to the current WV upfront message announcing this new verification requirement.
- West Virginia Department of Health and Human Resources performance of its obligations set forth herein and in the Agreement to the extent necessary FIS to perform.
- Acceptance of the deliverables hereunder is upon delivery by FIS.
- FIS not being responsible for issues or delays outside of FIS' reasonable control.
- Fulfillment of the payment terms listed below.
- Receipt by FIS of the signed CA.

**Project Pricing**

\$85,760.00

**Development and Implementation**

**Circle the Desired Option Below:**

\$12,370.32

**Monthly Ongoing Fee (Option 1)**

- IVR cost (additional 20 seconds to prompt and enter PIN)

\$12,465.60

**Monthly Ongoing Fee (Option 2)**

- CPCM (Variable cost. \$.075 will be added to every household count. The estimate of \$12,465.60 is based on West Virginia's current case count of 166,208)

**Payment Terms**

This CA is payable as follows:

- 100% of the Development and Implementation Project Pricing (\$85,760.00) to be invoiced and due with West Virginia's monthly invoice following execution of this CA.
- 100% of the monthly ongoing fee (depending on which Option State chooses) to be invoiced and due with the State of West Virginia's monthly invoice following implementation of this CA into production.

**Other Terms**

- The opportunity to execute this CA is valid for a period of thirty (30) days from the date stated at the top of this CA. In the event that this CA is not executed within the thirty (30) day period, this CA shall be null and void.
- The State will pay FIS for any hours and costs incurred by FIS, expended after the State provides approval of CA, should the State cancel the project after signing.
- This CA shall be effective when signed by both parties. Unless the expiration date of the CA is expressly set forth herein, this CA shall expire upon the delivery by FIS of the Deliverables described above.
- No government funds to be paid under this CA are being or shall be used to develop any current or future intellectual property of FIS except as expressly set forth in this CA. No rights in intellectual property are being transferred pursuant to this CA.
- This CA supersedes any verbal agreements or understandings made previously regarding this subject.



## Customer Authorization

### WV Fraud Enhancement – Added Validation Requirement Before Balance in IVR

No. EBTGOVS-  
13555 - WV

9/23/2022

- Except as amended hereby all other terms and conditions of the Agreement shall remain in full force and effect.
- FIS reserves the right to nullify this CA if it is altered from its original form provided by FIS.

Approvals I have read and understood this CA and approve its contents. I hereby approve work to begin on this project pursuant to the terms and conditions of the Agreement, as amended by this CA.

FIDELITY INFORMATION SERVICES, LLC

WEST VIRGINIA DEPARTMENT OF HEALTH AND HUMAN  
RESOURCES

BY:

Prashant Gupta  
PLEASE PRINT NAME

VP, Business Executive, Government Solutions  
TITLE

September 23, 2022  
DATE

BY:

Jacquelyn Hoppe  
PLEASE PRINT NAME

Director, Office of EBT Banking Services  
TITLE

DATE