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**GAVIN NEWSOM**  
GOVERNOR

August 4, 2022

**TO:** County Welfare Directors, County Special Investigative Units, and EBT Coordinators

**FROM:** Raquel Givon, Chief  
Enterprise Data Management Branch  
Research, Automation, and Data Division

**SUBJECT:** EBT Informational Notice | CVV

Department of Social Services (CDSS) has enabled Card Verification Value (CVV) functionality for food and cash EBT purchases to improve card security for cardholders. CVV functionality was enabled for active EBT cards on June 20, 2022. To achieve this milestone, approximately 921,000 old EBT cards tied to active accounts were required to be replaced. All EBT cards that do not have CVV embedded are non-functional and require deactivation.

CVV is an additional layer of coding embedded in the magnetic stripe on the back of the EBT card and is not visible to clients. Unlike the CVV number on most credit or debit cards, the EBT CVV number is not printed on the card itself. CVV enablement is applicable to both food and cash benefit purchases and applies to in-state and out-of-state EBT transactions.

### **Non-CVV Card Expiration Effort**

There are old, non-CVV cards still in circulation that were not replaced with a new CVV card due to stale account status. These cards are blocked from conducting EBT transactions and require system-triggered expiration. Non-CVV card expiration will begin starting August 15<sup>th</sup>, 2022 and ending August 31<sup>st</sup>, 2022. 500,000 non-CVV cards will be expired at a time totaling in approximately 8M cards. As the cards reach their expiration dates in August, the card will be deactivated by the EBT system.

### **County Impact**

The old, non-CVV cards requiring expiration have been inactive for a minimum of 12 months, and do not have remaining balances. However, if a customer with one of these expired cards returns to aid, counties are advised to print new EBT cards that have the added security of CVV functionality and may inform the customer that their old card no

longer works. If customers have questions about their EBT card, counties may direct them to the EBT Customer Service helpline at (877) 328-9677.

If you have questions or need additional guidance regarding the information in this letter, please contact the Automation and Innovation Bureau (AIB) at (916) 654-2125 or [CDSSEBT@dss.ca.gov](mailto:CDSSEBT@dss.ca.gov).