



Department of Health

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VB #7 – August 15, 2025

NYS WIC PROGRAM VENDOR BULLETIN

Title: NYS WIC EBT Service Conversion Notification

Dear WIC Vendors,

On September 14, 2025, Fidelity Information Services (FIS) will replace Conduent as the contracted Electronic Benefit Transfer (EBT) Service Provider for the New York State WIC Program. WIC shopping will be unavailable from approximately 12am – 12pm on Sunday, September 14.

FIS has started contacting vendors by email to ensure vendors are set up for the conversion. You **must** respond to any communications from FIS to prevent a lapse in the ability to complete WIC transactions at your store.

If you have any questions, please contact your Vendor Management Agency.

Thank you,

NYS WIC Program

This is an important notice. Please have it translated.

Este aviso es importante. Haga que lo traduzcan.

Это важное сообщение. Пожалуйста, попросите перевести вам данную информацию.
Đây là thông báo quan trọng. Xin vui lòng nhờ người chuyển ngữ tài liệu này cho quý vị.
O vo je važna obavijest. Molimo da tražite da vam se prevede.

यह एक महत्वपूर्ण सूचना है। कृपया इसे अनुवाद करके रखें।

這是一項重要通告。請予以翻譯。

هذه ملاحظة هامة يرجى ترجمتها

זהו' הודעה חשובה. נא לתרגם אותה.