



Department of Health

KATHY HOCHUL
Governor

JAMES V. McDONALD, MD, MPH
Commissioner

JOHANNE E. MORNE, MS
Executive Deputy Commissioner

VB #8 – August 28, 2025

NYS WIC PROGRAM VENDOR BULLETIN Title: Reminder - EBT Conversion

Dear WIC Vendors,

Effective 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 10 pm on Saturday, September 13, through Sunday afternoon, September 14, 2025. We expect to be fully operational on Monday, September 15, 2025.

Beginning September 14, any equipment issued by Conduent will no longer work. FIS has been contacting current vendors by email to ensure vendors have new equipment and agreements.

You must respond immediately to all communications from FIS or your store will be suspended and you will be unable to complete WIC transactions at your store beginning on September 14th.

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.

Ovo 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

זוהי הודעה חשובה. נא לתרגם אותה.