

STATE OF NEW YORK

9269--A

IN ASSEMBLY

February 23, 2024

Introduced by M. of A. BERGER, DAVILA, CUNNINGHAM, MAHER, GLICK, HYNDMAN, SIMON -- read once and referred to the Committee on Social Services -- committee discharged, bill amended, ordered reprinted as amended and recommitted to said committee

AN ACT to amend the social services law, in relation to requiring electronic benefit transfer systems to provide for benefit recipients to be able to cancel, lock or unlock a credit or debit card associated with electronic benefit transfer services

The People of the State of New York, represented in Senate and Assembly, do enact as follows:

1 Section 1. Subdivision 1 of section 21-a of the social services law is
2 amended by adding a new paragraph (c) to read as follows:

3 (c) (i) Any interactive voice response system associated with an elec-
4 tronic benefit transfer system which benefit recipients may call for
5 support or assistance shall include an option for benefit recipients to
6 report fraud and cancel such benefit recipient's electronic benefit
7 transfer credit or debit card permanently or lock such benefit recipi-
8 ent's electronic benefit transfer credit or debit card indefinitely.
9 Provided, further, any interactive voice response system associated with
10 an electronic benefit transfer system which benefit recipients may call
11 for support or assistance shall also allow for benefit recipients to
12 lock such benefit recipient's credit or debit card for out of state
13 purchases only or for online purchases only.

14 (ii) The department shall promulgate rules and regulations to ensure
15 that a menu option allowing a benefit recipient to cancel or lock their
16 credit or debit card in any manner as set forth in subparagraph (i) of
17 this paragraph is presented immediately upon the initiation of a call to
18 an interactive voice response system in a clear and conspicuous manner.
19 The department shall also ensure that an option for a benefit recipient
20 to unlock their credit or debit card, if previously locked in accordance
21 with this section, is presented upon the initiation of such call.

22 § 2. This act shall take effect six months after it shall have become
23 a law.

EXPLANATION--Matter in italics (underscored) is new; matter in brackets
[-] is old law to be omitted.

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