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## General Information Memorandum

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**ISD-GI 13-43**

**TO:** ISD Employees  
**FROM:**  Marilyn Martinez, Acting Director, Income Support Division  
**RE:** New Address and Call Procedures for ISD Customer Service Center (CSC)  
**DATE:** September 9, 2013

The purpose of this GI is to notify ISD staff that the EBT Helpdesk name has been changed to **ISD Customer Service Center (CSC)**.

**We have moved our office and have a new address:**  
**830 Camino Del Pueblo, Bernalillo, NM 87004**

**Mailing Address:**  
**P.O. Box 34, Bernalillo, NM 87004**

All phone numbers previously assigned to the EBT Helpdesk and now known as the ISD Customer Service Center will be changed and will not be published in any directory. All requests or questions from our ISD Field Offices will need to be completed through the following procedures:

If field office staff requires the assistance of the ISD CSC staff, they must go through their supervisor who will contact the ISD CSC. Only management, Line Manager II and higher, can then call the 1-800-283-4465 number and select option 8. This option is not stated in the IVR as it is a hidden option so that recipients won't use the line that is specifically dedicated for field office staff. Option 8 will then immediately route the call to one of the ISD CSC Supervisors. Please note that any calls to this number from any staff not at a supervisory level will be referred back to their field office supervisor.

This change is designed to follow proper chain of command protocol for all questions. This also allows field office management staff the opportunity to identify and address any training issues with their staff, which will result in a better experience for our recipients. If a problem or concern arises that is beyond the capacity of the local supervisor, it is at that time that the

supervisor can utilize the Option 8 feature. Under NO circumstances is the hidden Option 8 feature to be given to a recipient as this line is specifically for internal staff use. This will ensure quick access and response from the ISD CSC Staff.

When an EBT card is returned to a field office please immediately forward the card(s) to the ISD CSC office using our mailing address, **P.O. Box 34, Bernalillo, NM 87004**.

For any JP Morgan Security Access Request (SAR) or password reset requests please email the appropriate personnel with the request. At the time of this GI the contacts for this will be Edda Lyn Worley ([EddaLyn.Worley@state.nm.us](mailto:EddaLyn.Worley@state.nm.us)) and Stacey Hernandez ([Stacey.Hernandez@state.nm.us](mailto:Stacey.Hernandez@state.nm.us)). These contacts are subject to change and Field Offices will be notified via email if there is a change in this information.

If you have any questions regarding this GI please contact Raymond Rivera via email at [Raymond.Rivera@state.nm.us](mailto:Raymond.Rivera@state.nm.us).

**RESCINDED**