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## **FOR IMMEDIATE RELEASE**

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### **Progress continues in fixing Bridge Card error** *Work to continue through the night*

*Lansing* – The Michigan Department of Technology, Management and Budget (DTMB) is getting closer to restoring food assistance benefits on all of the Bridge Cards impacted by an error that was discovered on Thursday. More than 55,000 of the 85,000 impacted cards are now fixed, meaning that those food assistance recipients and their families can now receive their food assistance. The work of restoring the remaining cards with the needed benefits will continue through the night.

“We are making good progress on resolving the problem and the majority of families impacted by this error will be able to utilize their cards on Saturday morning,” said DTMB spokesperson Kurt Weiss. “At this point, based on the speed of the processing, we anticipate that we will still have a few remaining cards that will need to be restored on Saturday.”

Because processing will continue into Saturday, a small number of recipients with an identification number ending in “1” will be impacted. Prior to Saturday, only recipients with client identification numbers ending in “0” have been affected. DTMB is projecting that the few remaining cards will be restored no later than 6 p.m. on Saturday.

Recipients of food assistance can contact the customer service number at 1-888-678-8914 and enter their client identification number to obtain automated information about their account balance. The client identification is different than the number appearing on the front of the Bridge Card. This step will help families determine if their card has been restored prior to making their visit to obtain groceries.

“We understand the hardship caused to families and we are reviewing current practices and processes to ensure that this problem doesn’t happen again,” added Weiss.

DTMB will provide updated information on Saturday.