



Conduent Expands Deployment of EBT Solutions to Prevent Fraud and Improve Customer Experiences Across U.S. States

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Lock/Unlock Feature Now Live in 12 States to Help Safeguard SNAP Benefits

FLORHAM PARK, N.J.--(BUSINESS WIRE)--Jul. 22, 2025-- [Conduent Incorporated](#) (Nasdaq: CNDT), a global technology-driven business solutions and services company, announced the continued deployment of its Electronic Benefits Transfer (EBT) solutions to enhance security and the end-user experience. These enhancements include fraud prevention tools such as intelligent voice systems that detect suspicious calls, technologies enabling the planned move to EBT chip cards and mobile wallet integration, as well as a Conduent feature that locks and unlocks accounts, which is now being used in 12 U.S. states.

The lock/unlock feature enables recipients of government assistance – specifically participants in the Supplemental Nutrition Assistance Program (SNAP) – to lock and unlock their EBT accounts through Conduent’s ConnectEBT mobile app and cardholder portal.

Benefit recipients can lock their card to block all purchases or limit the blocking to purchases outside of their home state, giving them greater control and helping to prevent unauthorized access by fraudsters.

Technology Backed by Conduent’s VeriSight Anti-Fraud Suite

The account control feature is part of [Conduent’s VeriSight Anti-Fraud Suite](#), a set of innovative tools available to state agencies to address threats of fraud in public benefit programs. The 12 Conduent-supported states currently offering the lock/unlock functionality are [Alabama](#), [Delaware](#), [Georgia](#), [Indiana](#), [Iowa](#), [Maryland](#), [New Jersey](#), [Ohio](#), [Oklahoma](#), [Pennsylvania](#), [South Carolina](#), and [Virginia](#) – with additional states expected to adopt the technology in the near future.

Intelligent IVR and Real-Time Alerts

Beyond account locking, Conduent’s VeriSight suite includes an advanced interactive voice response (IVR) system for EBT customer service centers. The system uses behavioral analytics to detect patterns such as excessive calls from a single number, enabling real-time restrictions to prevent suspicious access attempts.

Additionally, users of Conduent’s ConnectEBT app can opt in to receive real-time usage alerts – empowering them to quickly detect and report potentially fraudulent activity.

Future EMV Chip and Mobile Wallet Integration

Meanwhile, Conduent continues to work with several states to prepare for the introduction of SNAP cards with EMV (Europay, Mastercard, and Visa) chip technology, which will further boost card security and reduce fraud risks at points of sale. The company is also poised to support state implementations of mobile wallet functionality, including Apple Pay and Google Pay, to bring added convenience and modernize benefit access.

“With decades of experience in helping state agencies serve residents more effectively, operate more efficiently, and ensure that public aid goes to the intended recipients, our EBT lock-and-unlock feature is one of many solutions Conduent is delivering to combat fraud that threatens taxpayer funds,” said Anna Sever, President, Government Solutions at Conduent. “Our team continues to make progress in implementing important features in more states, while also integrating AI technologies to automate processes, improve efficiency, and reduce costs, while improving service for the people who depend on these critical benefits.”

Conduent is a leading provider of government payment disbursements for federally funded benefit and payment card programs. The company also supports U.S. agencies with end-to-end solutions for healthcare claims processing, eligibility and enrollment, and child support administration.

About Conduent

Conduent delivers digital business solutions and services spanning the commercial, government and transportation spectrum – creating valuable outcomes for its clients and the millions of people who count on them. The Company leverages cloud computing, artificial intelligence, machine learning, automation and advanced analytics to deliver mission-critical solutions. Through a dedicated global team of approximately 56,000 associates, process expertise and advanced technologies, Conduent’s solutions and services digitally transform its clients’ operations to enhance customer experiences, improve performance, increase efficiencies and reduce costs. Conduent adds momentum to its clients’ missions in many ways including disbursing approximately \$85 billion in government payments annually, enabling 2.3 billion customer service interactions annually, empowering millions of employees through HR services every year and processing nearly 13 million tolling transactions every day. Learn more at www.conduent.com.

Forward-Looking Statements

This press release, any exhibits or attachments to this release, and other public statements we make may contain “forward-looking statements” as defined in the Private Securities Litigation Reform Act of 1995. The words “anticipate,” “believe,” “estimate,” “expect,” “expectations,” “in front of us,” “plan,” “intend,” “will,” “aim,” “should,” “could,” “forecast,” “target,” “may,” “continue to,” “looking to continue,” “endeavor,” “if,” “growing,” “projected,” “potential,” “likely,” “see,” “ahead,” “further,” “going forward,” “on the horizon,” “as we progress,” “going to,” “path from here forward,” “think,” “path to deliver,” “from here,” “on track,” “remain” and similar expressions (including the negative and plural forms of such words and phrases), as they relate to us, are intended to identify forward-looking statements, but the absence of these words does not mean that a statement is not forward-looking. All statements other than statements of historical fact included in this press release or any attachment to this press release are forward-looking statements, including, but not limited to, statements regarding the planned adoption of technology, including all statements made under the first

paragraph under the caption "Future EMV Chip and Mobile Wallet Integration" within this release. These statements reflect our current views with respect to future events and are subject to certain risks, uncertainties and assumptions, many of which are outside of our control, that could cause actual results to differ materially from those expected or implied by such forward-looking statements contained in this press release, any exhibits to this press release and other public statements we make.

Important factors and uncertainties that could cause our actual results to differ materially from those in our forward-looking statements include, but are not limited to those factors that are set forth in the "Risk Factors" section, the "Legal Proceedings" section, the "Management's Discussion and Analysis of Financial Condition and Results of Operations" section and other sections in our 2024 Annual Report on Form 10-K, as well as in our Quarterly Reports on Form 10-Q and Current Reports on Form 8-K filed with or furnished to the Securities and Exchange Commission. Any forward-looking statements made by us in this release speak only as of the date on which they are made. We are under no obligation to, and expressly disclaim any obligation to, update or alter our forward-looking statements, whether because of new information, subsequent events or otherwise, except as required by law.

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Media Contact:

Neil Franz, Conduent, +1-240-687-0127, neil.franz@conduent.com

Investor Relations Contact:

David Chen, Conduent, ir@conduent.com

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