



STATE OF GEORGIA
DEPARTMENT OF AGRICULTURE

Gary W. Black
COMMISSIONER

December 29, 2017

Dear GATE Card Holders,

Thank you for continuing to be patient with us as we process renewals for card holders. Please note five important issues as we approach January 1, 2018.

1. By directive of Commissioner of Agriculture Gary Black and Commissioner of Revenue Lynne Riley, no GATE card holder's eligibility will be jeopardized past December 31, 2017, due to renewal delays caused by the recent cyber event experienced by the Department of Agriculture. Vendors and cardholders are directed to work together honoring the status of 2017 cards until the renewal process is completed on or before January 15, 2018.
2. All pending and future renewals will be processed as rapidly as possible. All GDA/GATE systems should return to normal flow and operation by January 15, 2018.
3. The GDA website is fully functional for online GATE card renewals. This process takes approximately two minutes. With confirmation, you are able to immediately print your card.
4. As you can expect, our call center volume is extremely high at this time. We are committed to superior customer service and will address the needs of each caller as promptly as humanly possible.
5. Until January 15, 2018, processing qualified renewals will take precedence over processing new applications or those requiring additional eligibility information.

Again, thank you for your cooperation.

Sincerely,

Gary W. Black
Commissioner of Agriculture