

D EBT QUEST Card - Participant Education

REVISION 49
(01/01/21 –12/31/21)

When an initial EBT card is issued over the counter, provide the How to Use Your Arizona EBT Card (FAA-1045A) pamphlet to new participants and their alternate card holders.

At the time of an initial interview, review the FAA-1045A with the PI. Document the [case file\(g\)](#) that the FAA-1045A was reviewed with the card holder.

NOTE When an EBT card is mailed to the PI, the Fidelity Information Services (FIS) Automated Response Unit (ARU) mails the FAA-1045A to the participant.

Before ending the interview, inform the PI or Representative of the following:

- Initial benefits will not be available on their EBT card until their application has been approved.
- To keep their Personal Identification Number (PIN) safe.

NOTE When a card holder shares their PIN number with another person, purchases made by the other person are considered valid transactions to the budgetary unit's EBT account.

- To keep their EBT card in a safe place, because the EBT card does not expire. The same card can be used when the participant becomes eligible for benefits at a later date unless the card was reported as lost, stolen, or damaged.
- To call the FIS ARU number to request a replacement card, obtain account balance information, or report information regarding their EBT card and PIN. (See [EBT Help Desk Phone Number](#)).
- To call the FIS ARU as soon as they are aware their card is lost, stolen, damaged, or when they have compromised their PIN. (See [EBT Compromised or Forgotten PIN](#) or [EBT QUEST Card Lost, Stolen or Damaged](#).) The replacement card is sent by U.S. mail within two [workdays\(g\)](#) and should be received within five workdays from the date of the request.

- There is one free replacement card per calendar year. The participant is charged a five-dollar replacement fee for each additional replacement card.
- When the participant does not receive a replacement card by the fifth workday, they may go to any FAA office to request a replacement card. (See [over the counter](#) (OTC) card)
- When an initial request for a fourth or more replacement cards is received within a 12-month period, the REPLACEMENT EBT CARD REQUESTS (X151) notice is sent to the PI or Representative about excessive replacement cards. The notice advises the participant of the following:

FAA will be monitoring their EBT transactions for fraud or trafficking activities.

When suspected of trafficking the participant is referred to the Office of Inspector General (OIG), Trafficking Detection Unit. (See [OSI – Investigation Referral](#) for OIG/OSI referral procedures.)

Example: 12-month rolling period

Mr. Limerick calls FIS to request an EBT replacement card on 12-12-2021. AZTECS does a system check for the 12-month period of 12-12-2021 to 12-13-2020. During this period Mr. Limerick requested a total of four EBT replacement cards. AZTECS generated the X151 notice.

On 01-15-2022 Mr. Limerick requests another EBT replacement card. A new 12-month period is calculated from 01-15-2022 to 01-16-2021. Mr. Limerick requested three EBT replacement cards during this 12-month period. The X151 notice is not sent.