

D EBT QUEST Card - Participant Education

REVISION 47
(01/01/19 –12/31/19)

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 FAA1045A to the participant.

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

- To keep their Personal Identification Number (PIN) safe.
- To keep their EBT card in a safe place, because the EBT card does not expire.
- To keep their EBT cards when their CA, NA, or ST case is closed. 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](#)).
- Initial benefits will not be available on their EBT card until their application has been approved.
- 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 and should be received within five [workdays\(g\)](#) 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.

FAAEBT.A Electronic Benefit Transfer (EBT) Policy and Procedures : 03 EBT QUEST Card - Overview : D EBT QUEST Card - Participant Education

- When the participant does not receive a replacement card by the fifth workday, they may contact the FAA office to request an [over the counter](#) (OTC) card. (See [Emergency EBT Card Issuance](#))
- When a request for two or more replacement cards is received within a 12-month period, a notice is sent to the PI or Representative about excessive replacement cards.

NOTE The REPLACEMENT EBT CARD REQUESTS (X151) will be sent each time this occurs unless the card holder has been issued the REPLACEMENT EBT CARD REQUESTS-3 OR MORE (X152).

- A request for three, or more, replacement cards during a 12-month period will suspend the card. The X152 notice is sent to the PI or Representative informing them of the suspension and the requirement to contact FAA to remove the suspension. When the PI or Representative contacts FAA, review and discuss the reason for the replacement card and remove the suspension when appropriate.

NOTE The X152 will only be issued one time to a card holder.