

## .01 EBT QUEST Card - Lost, Stolen, or Damaged

**REVISION 45**

(01/01/17 –12/31/17)

The PI or alternate card holder must immediately report lost, stolen or damaged cards by visiting their nearest local office or by calling the Fidelity Information Services (FIS) Automated Response Unit (ARU) (See [EBT Help Desk Phone Number](#)). A replacement card will be mailed to the address of record on ADDR and should be received within five [workdays\(g\)](#).

NOTE Issue an over-the-counter (OTC) card using the [Emergency EBT Card Issuance](#) procedures when the participant does not receive a replacement card by the fifth workday after the date of the request.

When there is a discrepancy between the mailing address reported to FIS and the address of record, FIS refers the participant to the local office. The participant must report their new address to the local office. When the address is updated, a replacement card may be mailed to the participant by FIS.

### **WARNING**

Any funds spent prior to a card being reported as lost or stolen are not replaced.