

.01 EBT QUEST Card - Over the Counter (OTC) Issuance - No Positive Identification

A QUEST card cannot be replaced until the identify of the payee is verified. When no positive ID is available, designated staff complete the following to establish positive identification:

- Complete Section I of the EBT Client Card Replacement Positive Identification - No Case File or Out of Area (FAA-1006A) form.
- Management must complete Section II of the FAA-1006A, approving the use of the form of identification provided.

WARNING

Management must document on CADO the approval to issue the EBT card when the participant does not have a positive form of identification.

A participant may come into an Out of Area local office requesting a replacement QUEST card. Out of Area office refers to an FAA office that does not serve the participant's ZIP Code. In this situation, designated staff complete the following:

- Completes Section I of the FAA-1006A
- Contacts the servicing local office by phone and requests assistance to provide proof of positive identity.
- FAXes the FAA-1006A to the servicing local office.

The servicing local office completes section III of the FAA-1006A, makes a copy of the form of positive ID used, and FAXes the documents back to the requesting local office.

- When the issuing local office receives the FAA-1006A and the supporting documents of identity, completes Section IV of the FAA-1006A and issues the QUEST card.
- Attaches all supporting documents to the Card Issuance Log (FAA-1007A).