

D EBT QUEST Card - Participant Education

[REVISION 47](#)
(01/01/19 –12/31/19)

When an initial EBT card is issued over the counter, FAA staff must provide the How to Use Your Arizona EBT Card (FAA-1045A) pamphlet to new participants and their alternate card holders. The pamphlet must be provided at the time of the interview, when the card is issued, or upon request.

At the time of an initial interview, FAA staff must review the FAA-1045A pamphlet 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:

- To keep their Personal Identification Number (PIN) safe.
- To keep their EBT card in a safe place, because the EBT card does not expire.
- Encourage participants 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.
- The FIS Automated Response Unit (ARU) number (See [EBT Help Desk Phone Number](#)). Explain that the number can be used to request a replacement card, obtain account balance information, or report information regarding their EBT card and PIN.
- 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](#).)
- There is one free replacement card per calendar year. The participant is charged a five-dollar replacement fee for each additional replacement card.
- When a replacement card is sent via U.S. Mail, the card should be received within five [workdays\(g\)](#) from the date of the request.

- When the participant does not receive a replacement card by the fifth workday after the date of the request, they may contact the local office to request an over the counter (OTC) card. (See [Emergency EBT Card Issuance](#))
- Initial benefits will not be available on their EBT card until their application has been approved.
- When a second replacement EBT card is issued a notice is sent to the household about excessive replacement cards.
- A request for three, or more, replacement cards during a 12-month period will suspend the replacement card and require the participant to contact the agency. This will be to review the EBT replacements and discuss the reasons for the replacement requests.