

D EBT QUEST Card - Participant Education

Designated staff must provide the Your Arizona QUEST Card (FAA-1045A) brochure to new primary payees and their alternate card holders issued Over the Counter (OTC) QUEST cards. (See [EBT Over the Counter \(OTC\) Issuance](#))

Before ending the interview, complete the following:

- Inform the payee that they need to keep their PIN safe.
- Inform the payee to keep their EBT QUEST card in a safe place, because the QUEST card does not expire.
- Provide the payee with the JP Morgan Automated Response Unit (ARU) number (See [EBT Help Desk Phone Number](#)). Explain that the number can be used to obtain account balance information, or report information regarding their QUEST card and PIN.
- Instruct the payee to call the JP Morgan ARU as soon as they are aware their card is lost or stolen, or when they have compromised their PIN. ANY FUNDS SPENT BEFORE A CARD IS REPORTED AS LOST OR STOLEN ARE NOT BE REPLACED. (See [EBT Compromised or Forgotten PIN](#))
- Inform the payee that cards that are reported as lost or stolen are replaced through the mail within five work days.
- Explain how to establish a direct deposit account for cash benefits. (See [EBT Direct Deposit](#))
- Advise the payee NOT to do any of the following to the QUEST card:
 - Bend or fold the card
 - Leave the card in the sun or other hot place, like the dashboard of a car
 - Leave the card near magnets, TVs, stereos, VCRs, or microwaves
 - Scratch or write on the black strip on the back of the card
 - Wash the card or get it wet
 - Write the PIN on, or keep the PIN with, the card