

.01 EBT QUEST Card - Replacement or Returned Card - Lost, Stolen, or Damaged

REVISION 03
(01/01/08 – 03/31/08)

The PI or alternate card holder must immediately report lost, stolen or damaged cards 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 within five [workdays\(g\)](#).

NOTE When FAA receives a report from a cardholder that a replacement card has not been received by close of business on the fourth workday, an over-the-counter card must be issued using the emergent need procedures. (See [Emergency EBT Card Issuance](#))

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.

Instruct the participant or alternate card holder to contact the FIS ARU to request a replacement QUEST card when they report their QUEST card as any of the following:

- Lost
- Stolen
- Damaged

WARNING

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