

.02 EBT QUEST Card - Replacement or Returned Cards - Replacement Fees

REVISION 38
(10/01/15 - 11/30/15)

Each payee may request one free EBT card replacement per calendar year(g). After the first replacement there is a \$5.00 fee. The fee is deducted from the participant's CA or NA account.

The replacement fee is waived when at least one of the following applies:

- The card sent through the mail has not been activated
- The card was damaged
- The payee meets the elderly criteria (60 and over)
- The payee legally changed their name
- The QUEST Card was stolen (include the police report)
- The QUEST Card and PIN were both mailed and both were stolen
- Any other reason identified by the Region Program Manager

Designated staff responsible for QUEST card issuance must key Y in the REPLACEMENT CARD OVERRIDE field on EBCM. Keying Y in this field automatically accesses CADO. The reason the fee is waived MUST be documented on CADO.

NOTE All replacement cards will be mailed to the address of record on ADDR. If the participant requests an over-the-counter card, a replacement fee still applies when the reason for the replacement is not listed above.