

**.03 EBT QUEST Card - Replacement or Returned Card - Returned  
Card**

REVISION 01  
(07/01/07 - 09/30/07)

Encourage participants to keep their QUEST cards when their CA, FS, 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 or stolen.

Do not accept QUEST cards from participants.

When a participant no longer wants to keep the QUEST card, advise them that the participant must destroy the QUEST card.

When a card is received by mail or is left in the office for ANY reason, the designated staff responsible for QUEST card maintenance must complete the following:

- Contact a supervisor
- Destroy the card by cutting the card in half
- Document CADO regarding the return of the card, the QUEST card number, the destruction, and the witnessing supervisor's name.
- Change the Status Code in the EBT CARD STATUS field on EBCM to 09 (canceled).
- Place the stashed card in a confidential shred bin or box.

Failure to follow these procedures may lead to disciplinary action.