

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

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.

When a card is returned to the local office for ANY reason, the designated staff responsible for QUEST card issuance must complete the following:

- Change the Status Code in the EBT CARD STATUS field on EBCM to 09 (canceled).
- Place the returned card in a confidential shred bin or box.

When a payee attempts to return a QUEST card to staff not responsible for QUEST card issuance, complete the following:

- Contact the designated staff responsible for QUEST card issuance. DO NOT accept the QUEST card.
- When the EBT designated staff are not available contact management.
- Document CADO with the details of the actions taken for the returned card.

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