

H EBT QUEST Card – Emergency EBT Card

REVISION 45
(01/01/17 –12/31/17)

An emergency QUEST card may be obtained over the counter for the following reasons:

- Expedited benefits
- Emergency need based on local office management's discretion
- Homeless budgetary unit
- A replacement Quest card has not been received by the fifth [workday\(g\)](#) after the request was made
- To allow immediate access to benefits for approved cases

When an emergency QUEST card is requested see [Emergency EBT Card Issuance](#).

The participant or alternate card holder may request a replacement EBT card by calling the Fidelity Information Services (FIS) Automated Response Unit (ARU). (See [EBT Help Desk Phone Number](#))

When the participant or the alternate cardholder has not received the replacement EBT card by the fifth [workday\(g\)](#) after the date of the request, an [over-the-counter](#) card must be issued.