

H EBT QUEST Card – Excessive Replacement Card Procedures

REVISION 49

(01/01/21 –12/31/21)

When a participant requests a fourth replacement EBT card within a 12-month period the replacement card is mailed, and AZTECS sends the REPLACEMENT EBT CARD REQUESTS (X151) notice. The notice advises the participant of the following:

- FAA will be monitoring their EBT transactions for fraud or trafficking activities.
- When suspected of fraud or trafficking they are referred to the Office of Inspector General (OIG), Trafficking Detection Unit. See [OSI – Investigation Referral](#) for OIG/OSI referral procedures.

NOTE The 12-month period is a rolling 12-months. When any additional EBT replacement cards are requested, the system looks at the 12-month period from the date of a fourth request within a new 12-month period. Only one X151 notice is generate within a 12-month period.

FAA Systems generates a monthly report of cases that have requested four or more EBT replacement cards within a 12-month period.

The Research and Analysis (R&A) Unit is responsible for retrieving the report and conducting random monitoring of cases for suspicious activities. Monitoring can include but is not limited to reviewing the following:

- Address discrepancies
- Out of ordinary purchasing locations
- Out of state usage of benefits
- Excessive purchase amounts
- Frequent requests for PIN changes

(See [EBT Transaction History \(EBTH\) – Overview](#))

When potential fraud due to trafficking is indicated, R&A refers the case to the Office of Inspector General (OIG), Trafficking Detection Unit and documents the [case file\(g\)](#). See [OSI – Investigation Referral](#) for OIG/OSI referral procedures.