

H EBT QUEST Card – Emergency EBT Card

REVISION 03
(01/01/08 – 03/31/08)

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

- Expedited benefits
- Emergency need based on management's discretion
- Homeless budgetary unit
- Delayed QUEST card replacement
- 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 close of business on the fourth [workday\(g\)](#) after the date of request, an [over-the-counter card](#) must be issued.