

### 03 **EBT QUEST Card - Overview**

The QUEST Card is used to control access to EBT benefits in a participant's account when the payee enters their PIN. The PIN is a four-digit number known only to the payee.

The participant may choose their PIN by one of the following:

- Calling the JP Morgan Automated Response Unit (ARU) (See [EBT Help Desk Phone Number](#))
- Requesting the PIN to be mailed to them by JP Morgan

The PI is always the primary payee on the EBT case. A maximum of three payees (the PI and two alternate card holders) may be on each case. Each payee on an EBT case is issued a QUEST Card and selects, or is mailed, their PIN. (See [Establishing EBT Accounts](#))

Policy and procedures regarding the QUEST card are outlined as follows:

- [EBT QUEST Card Issuance Mailed Out](#)
- [EBT QUEST Card Issuance Over the Counter \(OTC\)](#)
- [EBT QUEST Card Personal Identification Number \(PIN\)](#)
- [EBT QUEST Card Participant Education](#)
- [EBT QUEST Card Accessing Benefits](#)
- [EBT QUEST Card Inventory](#)
- [EBT QUEST Card Replacement, Replacement Card Fees, or Returned Cards](#)