

B EBT Card Maintenance (EBCM) - Over the Counter (OTC)

Each payee may request one free QUEST card replacement per [calendar year\(g\)](#). (See [EBT Replacement fees](#) for policy and procedures)

The EBT Card Status Code in the EBT CARD STATUS field must be a code other than 01 (active) before a card can be replaced.

WARNING

A QUEST card cannot be replaced until the identity of the payee is verified. When no positive ID is available see, [QUEST Card - No Positive Identification](#).

Complete the following when issuing an OTC replacement QUEST Card to a payee:

- Issue the OTC replacement card (See [EBT QUEST Card Issuance Over the Counter \(OTC\)](#))
- When the transmission is successful, the following edit message displays:
INFO PRIMARY PAYEE CARD REISSUANCE HAS BEEN ADDED TO THE EBT SYSTEM

The new PAN displays in the EBT CARD NUMBER field.

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