

E EBT Card Maintenance (EBCM) - PIN Maintenance

The payee has four attempts to enter their secret PIN correctly in a 24-hour period. When an invalid PIN is entered four times in a 24-hour period, the payee cannot access the EBT account with the QUEST Card.

The number of failed attempts is tracked and displays in the PIN FAIL COUNT field. The count resets to zero at midnight allowing access to the EBT account with the QUEST Card.

When the payee contacts the FAA local office, designated local office staff responsible for card issuance can manually reset the PIN FAIL COUNT field to zero.

Positive identification of the payee must be verified before the field is reset.

The PIN FAIL COUNT can only be manually reset to zero. When any other number is keyed, the following edit message displays:

***ERROR* PIN FAIL COUNT CAN ONLY BE CHANGED TO ZERO**

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