

.04 Handling Employee Cases - Completing Interviews

REVISION 46
(01/01/18 - 01/31/18)

An employee may order an EBT card via phone or request an over-the-counter (OTC) card.

Employees requesting an OTC card from their assigned office during normal business hours must do so only during their approved break or lunch period. The employee must request the OTC from their LOM or direct Supervisor. The LOM or Supervisor must follow all established EBT policy, including documenting the case file with the type of identification that was used.

The LOM or Supervisor must notify the [FAA Employee Benefit Unit](#) of the OTC EBT card issuance via email.

An employee may not go directly to another staff member within their own office to request an OTC EBT card.

An employee may go to another FAA office during non-work time and follow the normal process.