

.02 EBT QUEST Card Replacement

REVISION 47
(01/01/19 –12/31/19)

Card holders may request an Electronic Benefit Transfer (EBT) card replacement at any time.

When a card holder requests a second EBT card replacement within a 12-month period, AZTECS sends the EBT CARD REPLACEMENT REQUESTS (X151/C051) notice. The notice informs the participant of the following:

- Two EBT card replacements have been requested for their case in a 12-month period. (See [EBT QUEST Card - Replacement or Returned Card](#))
- Any additional requests for an EBT card replacement within a 12-month period, will require the participant to contact FAA.

When the card holder requests three or more EBT replacement cards during a 12-month period see, [EBT QUEST Card – Excessive Replacement Card Procedures](#).