

A EBT QUEST Card - Mailed Out Issuance

REVISION 48
(01/01/20 – 12/31/20)

When the participant has no record of a previous EBT card, inform the participant that their EBT card will be embossed with their name and issued by mail.

The EBT card is mailed to the PI's mailing address. Inform the participant of the following:

- They will receive their mailed EBT card no later than five [workdays\(g\)](#) from the date of interview.
- Benefits will not be available on their EBT card until their application has been approved.

An EBT card does not automatically mail when the PI has an active card. Ask the PI if they still have the active card or if they need a replacement. The following apply when a participant needs an EBT card replacement:

- [EBT Card Maintenance](#) (EBCM)
- [EBT Card Replacement](#)

Inform the participant of the available PIN selection options. (See [EBT PIN Selection](#))

See [Over The Counter \(OTC\) Issuance](#) when an EBT card must be issued over the counter.