

A EBT QUEST Card - Mailed Out Issuance

At the interview inform the participant that their EBT QUEST card will be embossed with their name and issued by mail.

Key M in the CARD ISSUE field on EBPM.

The QUEST card is mailed to the primary payee's address. Inform the participant they will receive their mailed QUEST card within five business days.

FS EXCEPTION

Applicants who apply and are screened as [FS Expedite](#) MUST always have their QUEST card issued Over the Counter (OTC). (See [EBT Card Issuance Over the Counter \(OTC\)](#))

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

Mailed out issuance of QUEST cards is the preferred method; however, when the participant insists, the EBT card may be issued over the counter.

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