

C EBT QUEST Card - Participant Education

[REVISION 01](#)
(07/01/07 - 09/30/07)

Designated staff must provide the Your Arizona QUEST Card (FAA-1045A) brochure to new Primary Payees and their alternate card holders.

Before ending the interview, complete the following:

- Inform the payee that they need to keep their **PIN** safe.
- Inform the payee to keep their EBT QUEST card in a safe place, because the QUEST card does not expire.
- Provide the payee with the JP Morgan Automated Response Unit (ARU) number (See [EBT Help Desk Phone Number](#)). Explain that the number can be used to request a replacement card, obtain account balance information, or report information regarding their QUEST card and PIN.
- Instruct the payee to call the JP Morgan ARU as soon as they are aware their card is lost or stolen, or when they have compromised their PIN. (See [EBT Compromised or Forgotten PIN](#))

WARNING

Any funds spent before a card is reported as lost or stolen are not replaced.

- Inform the payee that cards that are reported as lost or stolen are replaced through the mail within five work days.
- Explain how to establish a direct deposit account for cash benefits. (See [EBT Direct Deposit](#))

- Advise the payee NOT to do any of the following to the QUEST card:

Bend or fold the card

Leave the card in the sun or other hot place, like the dashboard of a car

Leave the card near magnets, TVs, stereos, VCRs, or microwaves

Scratch or write on the black strip on the back of the card

Wash the card or get it wet

Write the PIN on, or keep the PIN with, the card