

**.01 EBT QUEST Card - Replacement or Returned Card - Lost, Stolen,
or Damaged**

REVISION 01
(07/01/07 - 09/30/07)

The Primary Payee and alternate card holder must immediately report lost, stolen or damaged cards by calling the JP Morgan Automated Response Unit (ARU) (See [EBT Help Desk Phone Number](#)). A replacement card will only be mailed to the address of record on ADDR within five work days.

When there is a discrepancy between the mailing address reported to JP Morgan and the address of record, JP Morgan refers the participant to the local office. The participant must report their new address to the local office. When the address is updated, a replacement card may be mailed to the participant.

WARNING

Any funds spent prior to a card being reported as lost or stolen cannot be replaced.

Instruct the payee or alternate card holder to contact the JP Morgan ARU to request a replacement QUEST card when they report their QUEST card as any of the following:

- Lost
- Stolen
- Damaged