

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

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 be mailed to their current address within five business days.

WARNING

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

When the primary payee or alternate card holder reports their QUEST card is lost, stolen, or damaged to an FAA local office, designated staff must complete the following:

- Positively identify the primary payee or alternate card holder.
- Change the EBT Card Status Code in the EBT CARD STATUS field on EBCM to one of the following:
 - 02 (lost)
 - 03 (damaged)
 - 04 (stolen)
- Place the stasured QUEST card in a confidential shred bin/box.
- Instruct the payee or alternate card holder to contact the JP Morgan Automated Response Unit (ARU) to request a replacement QUEST card.

When the primary payee or alternate card holder insists on an Over the Counter (OTC) issued replacement QUEST card, designated staff responsible for OTC issuance must complete the following:

- Issue the OTC replacement card following the policy and procedures at [EBT QUEST Card Issuance Over the Counter \(OTC\)](#)
- Attach a copy of the replacement card and the verification used for identity to the Card Issuance (FAA-1007A) log
- Document CADO to indicate a replacement card was issued and the reason for the replacement
- Any ISSUE, CHANGE, or REPLACEMENT action completed on EBCM creates an ADD or CHANGE record on ACHI

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