

## **.02 EBT QUEST Card - Replacement or Returned Cards - Replacement Fees**

**REVISION 15**  
(01/01/11 – 03/31/11)

Each payee may request one free EBT card replacement per calendar year(g). After the first replacement there is a \$5.00 fee. The fee is deducted from the participant's CA or NA account.

The replacement fee is waived when at least one of the following applies:

- The card was damaged
- The payee meets the elderly criteria (60 and over)
- The payee legally changed their name
- The QUEST Card was stolen (include the police report)
- The QUEST Card and PIN were both mailed and both were stolen
- Any other reason identified by the Region Program Manager

Designated staff responsible for QUEST card issuance must key Y in the REPLACEMENT CARD OVERRIDE field on EBCM. Keying Y in this field automatically accesses CADO. The reason the fee is waived MUST be documented on CADO.