

.02 EBT QUEST Card - Replacement or Returned Cards - Out of Area Replacement

An EBT payee may report their QUEST Card lost, stolen or damaged to an Out of Area local office. Out of Area office refers to an FAA office that does not serve the participant's ZIP Code. In this situation, advise the payee to contact the JP Morgan Automated Response Unit (ARU) to request a replacement card. (See [EBT Help Desk Phone Number](#))

When the cardholder requests an Over the Counter (OTC) issued replacement card designated staff must complete the following:

- Positively identify the payee.

NOTE When positive identity cannot be established staff must use the EBT CLIENT CARD ISSUANCE NO POSITIVE IDENTIFICATION OUT OF AREA/NO CASE FILE (FAA-1006A) form. (See [EBT No Positive Identification](#))

- 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)
- Contact the payee's servicing local office and have the case transferred on CARC to the issuing local office prior to the replacement of the EBT card. The local office replacing the EBT card must transfer the case back to the servicing local office after completion of the replacement.
- Place the stused damaged cards in a confidential shred bin or box.
- Issue the OTC replacement card following the policy and procedures at [EBT QUEST Card Issuance Over the Counter \(OTC\)](#).
- The payee can use the same PIN, or select a new one.