

H EBT QUEST Card – Emergency EBT Card

REVISION 47
(01/01/19 –12/31/19)

An emergency EBT card may be obtained [over the counter](#) (OTC) for the following reasons:

- Expedited benefits
- Needs immediate access to benefits
- Is a [Vulnerable Person\(g\)](#)
- A replacement EBT card has not been received by the fifth [workday\(g\)](#) after the request for replacement was made

Advise the EBT card holder that a replacement card fee may be deducted from the participant's CA or NA account when both the following apply:

- The EBT card holder is requesting an OTC replacement card.
- It has been less than five workdays since the replacement card was requested. (See [EBT QUEST Card – Replacement Fees](#))

When an emergency EBT card is requested see [Emergency EBT Card Issuance](#).

The participant or alternate card holder may request a replacement EBT card by calling the Fidelity Information Services (FIS) Automated Response Unit (ARU). (See [EBT Help Desk Phone Number](#))

When the participant or the alternate cardholder has not received the replacement EBT card by the fifth [workday\(g\)](#) after the date of the request, an OTC card must be issued.