

RETURN ADDRESS
XXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXX

Mailing Date: MM/DD/YYYY

MAILING ADDRESS
XXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXX



State of Wisconsin

Case #: XXXXXXXX

<Consortium Name>

Phone Number: X-XXX-XXX-XXXX

Fax Number: X-XXX-XXX-XXXX



The State of Wisconsin is an equal opportunity service provider. This letter contains information that affects your benefits. If you need this material in a different format because of a disability or if you need this letter translated or explained in your own language, please call X-XXX-XXX-XXXX. These services are free.

Important Message from the Office of the Inspector General about Possible Misuse of FoodShare Benefits

This letter is to let you know about important information regarding your QUEST card for FoodShare benefits. Wisconsin is required to monitor the number of replacement QUEST cards each FoodShare group is issued. Our records show you were issued <#[5 or more]> replacement QUEST cards in the past 12 months. **Because you have been issued more than four replacement QUEST cards in the past 12 months, your QUEST card account is being reviewed by the Office of the Inspector General for possible misuse of your FoodShare benefits.**

If a review of your account finds that your QUEST card was misused or used for fraud, you may be required to pay back benefits, referred to law enforcement, and/or suspended from the FoodShare program. Listed below are some examples of misuse or fraud with your QUEST card:

- Using your QUEST card to get cash, drugs, alcohol, tobacco, or any other items that are not allowed to be paid for with FoodShare benefits.
- Buying non-food items with your QUEST card.
- Trading or trying to trade or sell your FoodShare benefits.
- Letting someone who is not an authorized buyer use your QUEST card to buy groceries for people outside your FoodShare group.
- Buying food items not intended for the people in your FoodShare group.
- Using the QUEST card of a person who has passed away or a person who is in jail or prison if you are not part of that person's FoodShare group.
- Returning items purchased with your QUEST card to get cash or a gift card.

Please see your Enrollment and Benefits Handbook for more information regarding FoodShare fraud and intentional program violations.

Listed below are some helpful tips when using your QUEST card. These tips may help you protect your QUEST card and reduce the need for you to get replacement QUEST cards in the future:

- Do not throw away your QUEST card. Your QUEST card does not expire. You can use the same QUEST card every month for as long as you get benefits.
- If you stop getting FoodShare benefits, do not throw away your card. If you get FoodShare benefits again, they can be put on the last active QUEST card.
- Keep your QUEST card in a safe place, and do not give your PIN to anyone.

If you have any questions about this letter or how to use your QUEST card, contact your agency listed at the top of page 1 or visit dhs.wisconsin.gov/foodshare/ebt.htm.

EXAMPLE