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Mailing Date: MM/DD/YYYY

MAILING ADDRESS
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State of Wisconsin

Case #: XXXXXXXXX

<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.

Information about Your QUEST Card for FoodShare Benefits

Regardless of your current FoodShare case status (open or closed), 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, starting with replacement QUEST cards that were issued in 2013. Our records show that you were issued four or more replacement QUEST cards since January 1, 2013. Under this policy, if you are issued five or more replacement QUEST cards within a 12-month period, the Office of the Inspector General will review your QUEST card account for possible fraud or misuse of your FoodShare benefits. If you are issued another replacement QUEST card after receipt of this letter, your case may be subject to review.

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 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 personal identification number to anyone.

You are responsible for all purchases made with your QUEST card, and you may need to pay back any benefits that are misused or used for fraud. 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.

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