

Manage Your QUEST Card



You will use a QUEST card to spend your food benefits. Each month the amount you are eligible for is added to the card. Then, you use it like a debit card to buy food. Learn how to get help with your card when you need it and protect your benefits.

Get help by phone

QUEST Card Services is an automated phone line that lets you manage your card any time. Here's how to sign in.

- Call **877-415-5164**.
- Enter your **16-digit card number**.
- Enter your **six-digit birthday** (two-digit month, two-digit day, and two-digit year, like 110496 for November 4, 1996).
- Enter your **PIN** (personal identification number). If you don't have a PIN, the menu will prompt you to set one up.

If you enter incorrect information and get a message that says to call your agency, first hang up and call back to try again.

Quick commands

After signing in, go directly to the help you need.

- Press 1** Get your transaction history
- Press 2** Find out when you'll get your next benefits
- Press 3** Change your PIN
- Press 4** Check the amount of your last deposit



Get help online

You can also log in at ebtedge.com or use the MyACCESS app for self-service. Scan the QR code to get the app.

Protect Your QUEST Card



- Report a lost or stolen card right away. Call QUEST Card Services at **877-415-5164** as soon as you know your card is missing.
- Call **877-865-3432** or go to reportfraud.wisconsin.gov if funds are missing from your account that you didn't spend.
- Learn more about keeping your FoodShare benefits safe at dhs.wi.gov/foodshare/security.htm.

The best way to protect your QUEST card (and your food benefits) is by choosing a secure PIN (personal identification number) and keeping it private. Fraud can happen when someone gets ahold of a card and either finds out or guesses the PIN. Here's what you can do.

Choose a hard-to-guess PIN

- Use numbers memorable to you but hard for others to guess. For example, the day you got your pet.
- Don't use a birthdate or year, repeating numbers (like 2222), numbers in a row (like 4567), or a pattern (like 1818). And, don't repeat a PIN you've used before.

Keep it a secret

- Don't share your PIN or card number with anyone outside your household.
- Cover the keypad when you enter your PIN at checkout.