



STATE OF WISCONSIN
DEPARTMENT OF HEALTH SERVICES
PO BOX 290
MILWAUKEE WI 53201-0290



Follow these steps:

1. Sign your name in ink on the white stripe on the back of your card.
2. If this is your first QUEST card, call 1-877-415-5164 before you use your card. You cannot use your card until you call this number and select a four-digit Personal Identification Number (PIN).
3. If this is a replacement QUEST card, you may use the same PIN for this card. **Keep your PIN a secret!**

Here is your card.

**Call QUEST Card
Customer Service at
1-877-415-5164 (voice) or
711 (TTY) if:**

- Your card is lost, stolen, or damaged.
- You forgot your PIN or want a different PIN.
- Someone is using your card who should not be.
- You have problems with your card or are getting error messages.
- You have questions about your card.

**You can call 24 hours a day,
7 days a week.**

DO NOT THROW AWAY THIS CARD!

If any QUEST card on your account is lost or stolen, you may have to pay a \$2.70 fee to replace it. The fee will come out of your FoodShare benefits. To view your account balance, go to www.ebtedge.com.

To report fraud, call 1-877-865-3432 or go to www.reportfraud.wisconsin.gov.

This institution is an equal opportunity provider. P-16075 (07/2016)

Tear off at dotted line, fold, and keep with your card.

- HOW TO USE YOUR QUEST CARD**
1. Check your balance before you shop by doing any of the following:
 - Look at your last store receipt.
 - Call QUEST Card Customer Service at 1-877-415-5164.
 - Go to www.ebtedge.com.
 2. To use your card at a swipe machine:
 - Slide your card through the machine, or give your card to the clerk to slide through the machine.
 - Choose EBT (electronic benefits transfer), if prompted.
 - Enter your Personal Identification Number (PIN).
 - After the clerk enters the total, press ENTER if the total is correct.
 3. Look at your receipt. Make sure the purchase amount is correct. Your receipt shows the following:
 - Store name.
 - Date and time of purchase.
 - Amount of purchase.
 - Your new card balance.
 4. Protect your card and PIN.
 - If your card is lost, stolen or damaged, call 1-877-415-5164 right away. A new card will be mailed to you the next business day. If someone uses your card before you cancel your card, your benefits will not be replaced.
 - If any QUEST card on your account is lost or stolen, you may have to pay a \$2.70 fee to replace it. The fee will come out of your FoodShare benefits.

Benefits Schedule	
Eighth digit of your Social Security number:	Day of the month your benefits will be available (after 5:00 a.m.)
0	2nd
1	3rd
2	5th
3	6th
4	8th
5	9th
6	11th
7	12th
8	14th
9	15th

To access and stay up to date with your account, go to access.wi.gov.