

FoodShare



WISCONSIN

A Recipe for Good Health



Your Wisconsin QUEST Card

What is the Wisconsin QUEST card?

The Wisconsin QUEST card is a safe and easy way for you to use your FoodShare benefits. You use it to buy food at stores that have swipe card terminals and take part in FoodShare. It is similar to a plastic debit card and has your name, card number, and the Wisconsin QUEST logo on it.



You must have your QUEST card with you at the store to buy food with your FoodShare benefits.

How do I use my QUEST card?

Your FoodShare benefits will be put into your FoodShare account using an electronic benefits transfer (EBT) system. Once your benefits are in your account, you can use your QUEST card to buy food at grocery stores and at some farmers markets that accept EBT payments. To pay for your food, swipe your QUEST card at the swipe card terminal in the checkout line, and enter your personal identification number (PIN).

Each month, you may use your QUEST card as often as you want. When you use your QUEST card, there is:

- No minimum dollar amount you need to spend.
- No fee to make a purchase.

You can use your benefits to buy foods such as:

- Breads and cereals.
- Fruits and vegetables.
- Meats, fish, and poultry.
- Dairy products.
- Seeds and plants to grow food for your family to eat.

You **cannot** use your benefits to buy:

- Nonfood items (pet foods, paper products, soaps, household supplies, grooming items, toothpaste, cosmetics, etc.).
- Beer, wine, liquor, cigarettes, or tobacco.
- Food that will be eaten in the store.
- Hot foods (food cooked and served hot at the store).
- Vitamins and medicines.

You also cannot use your benefits to pay for deposit fees on containers, such as glass milk bottles and other returnable soft drink cans or bottles.

What is a personal identification number (PIN)?

When you get your QUEST card in the mail, instructions are included that tell you to select a PIN. You need a PIN to access your benefits when using your QUEST card. When selecting your PIN, choose four numbers that are easy for you to remember but

hard for someone else to figure out. Keep your PIN a secret. Do not write your PIN on your QUEST card or card carrier, and do not keep your PIN in your wallet or purse. Once you tell someone your PIN and give the person your QUEST card, he or she could use any or all of your benefits. These benefits will not be replaced.

What if I forget my PIN?

If you do not remember your PIN, call QUEST Card Customer Service at 1-877-415-5164 and choose a new PIN. You should also select a new PIN if you think that someone else knows your PIN. If you are in the grocery store and enter the wrong PIN, you have two more chances that day to enter the right PIN. If you do not enter the right PIN by the third try, a lock is put on your card, and you will not be able to use your card until the next day.

When will benefits be put in my account?

Each month that you are enrolled in FoodShare, your benefits will automatically be put in your FoodShare account. The date you get your benefits is based on the eighth digit of your Social Security number (SSN).

Eighth Digit of Your SSN	Day of the Month Your FoodShare Benefits Will Be Available on Your QUEST Card
0	2nd
1	3rd
2	5th
3	6th
4	8th
5	9th
6	11th
7	12th
8	14th
9	15th

Your benefits will be available on the above date, even if it falls on a weekend or holiday.

How do I check my balance?

You can check your FoodShare balance before you shop by:

- Calling QUEST Card Customer Service at 1-877-415-5164 (voice) or 711 (TTY).
- Looking at your last receipt.
- Going to www.ebtedge.com (click on Cardholder Login and then enter your QUEST card number).

You should get a printed receipt when you buy food with your QUEST card. The receipt will show your account balance. If you do not get a printed receipt, ask for one.

Can I save my benefits to be used in a different month?

Each month, you may use your QUEST card as often as you want and spend as much of your benefits as you want. You can leave as many benefits in your account as you wish at the end of each month to use in a future month. Keep in mind that if you do not use your QUEST card for one year, any benefits older than 365 days will be removed from your account.

Who are authorized buyers and alternate payees?

You can choose an authorized buyer to help you buy food for your household. In addition to the QUEST card you get, the authorized buyer will get his or her own QUEST card with his or her name on it and will have access to your FoodShare benefits and account.

You may also choose an alternate payee to use FoodShare benefits on your behalf. The alternate payee will get a QUEST card with his or her name on it. When you choose an alternate payee, you will not get your own QUEST card.

Contact your agency to choose an authorized buyer or alternate payee. You can cancel access you have granted at any time by calling QUEST Card Customer Service at 1-877-415-5164.

What if my card does not work?

If your QUEST card does not work, call QUEST Card Customer Service at 1-877-415-5164. If you still need help, contact your agency.

What should I do if I get an error message using my QUEST card at the store?

Call QUEST Card Customer Service at 1-877-415-5164 if you get an error message when using your QUEST card. These are some examples of error messages and solutions:

- **Card not on file.** Contact QUEST Card Customer Service at 1-877-415-5164.
- **Invalid PIN.** You have entered the PIN incorrectly. If you enter the wrong PIN three times on the same day, a lock is put on your card until the next day.
- **Insufficient balance.** You have tried to spend more benefits than you have in your account. Put back some of your groceries, or pay the remaining amount due with your own money.
- **Inactive card.** You did not select a PIN. Call QUEST Card Customer Service at 1-877-415-5164 to select a PIN.

What should I do if I cannot find my card?

As soon as you know you have lost your QUEST card or it has been stolen, call QUEST Card Customer Service at 1-877-415-5164. Your card will be canceled when you call. If someone uses it before you call to cancel your card, your benefits will not be replaced. Once your card is reported lost or stolen, no one will be able to use your card. A replacement card will be mailed to you on the next business day.

If any QUEST card on your account is lost or stolen, you may have to pay a \$2.70 fee for a replacement card. The fee will come out of your FoodShare benefits. If your FoodShare account does not have enough benefits to pay the fee, the fee will come out of your FoodShare benefits when enough benefits become available to pay the fee in full. A cardholder is eligible for one free replacement QUEST card each year from January 1 to December 31.

What should I do if my card gets damaged?

If your card is damaged or the store must manually key your card number each time you use your card,

call QUEST Card Customer Service at 1-877-415-5164 and request a replacement card.

How many replacement cards can I get?

Wisconsin is required to monitor the number of replacement QUEST cards each FoodShare group is issued. If you get five or more replacement QUEST cards in a 12-month period, the Office of the Inspector General may review your QUEST card account for possible misuse of your FoodShare benefits.

How should I take care of my QUEST card?

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:

- Keep your QUEST card in a safe place.
- Keep your QUEST card clean.
- Take care of your QUEST card like you would a credit card.
- Do not bend or twist your QUEST card.
- Do not use your QUEST card to scrape windshields, open door locks, etc.
- Keep the magnetic strip clean and free from scratches.
- Store your QUEST card in a wallet or purse.
- Keep your QUEST card away from magnets, such as purse or handbag clasps and televisions.
- Follow the instructions of the store clerk when using your QUEST card.
- Never tell anyone your PIN, including the store clerk.
- 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 FoodShare benefits.
- If you stop getting FoodShare benefits, do not throw away your QUEST card. If you get FoodShare benefits again, they will be put on your last active QUEST card.

How do I return something I bought with my QUEST card?

To make a return, bring the item, store receipt, and your QUEST card to the store where you bought the item. The store will put your benefits back into your account. You will be able to use these benefits right away. You will not get cash back.

How do I fix an error on my account?

To correct an error on your account, call QUEST Card Customer Service at 1-800-415-5164 to report the error. You will get a letter with a decision about the error. If you disagree with the decision, you may file for a fair hearing. Information about filing for a fair hearing will be in your letter.

Note: A store may need to increase or decrease the amount of your QUEST card purchase to correct an error (for example, a system error). You will get a letter that explains why the adjustment is needed. If you do not agree with the adjustment, you will have 15 calendar days from the date of the letter to file for a fair hearing. The amount of the adjustment may stay in your account until a fair hearing decision is made.

Do I need to do anything if I move?

If you plan to move, contact your agency to report your new address. If a card is mailed to your old address, it will not be forwarded to your new address.

What should I do if I move out of state?

If you move out of state, report it to your agency. You should still be able to use any benefits you have on your Wisconsin QUEST card in your new state. If you cannot find a store in your new state that accepts the Wisconsin QUEST card, contact the Wisconsin agency that issued the FoodShare benefits. To keep getting benefits in your new state, you must apply there.

Where can I get more information?

- Contact QUEST Card Customer Service at 1-877-415-5164 (voice) or 711 (TTY).
- Go to dhs.wisconsin.gov/foodshare/index.htm.

Information provided is general. To find more information about FoodShare, contact your agency.

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To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](https://www.ascr.usda.gov/how-file-program-discrimination-complaint), (AD-3027) found online at: <https://www.ascr.usda.gov/how-file-program-discrimination-complaint>, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) email: program.intake@usda.gov.

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