

## **Welcome** to Washington Electronic Benefits Transfer (EBT) and your Washington EBT Quest Card—the safe, convenient and easy way for you to use your benefits.

If you qualify for basic food benefits, you can use your Washington EBT Quest Card to buy selected food items at any participating store.

If you qualify for cash benefits, you can use your Washington EBT Quest Card to get cash or pay for purchases at participating stores and withdraw your benefits at ATMs.

### **It's so simple!**



#### **HOW TO USE YOUR WASHINGTON EBT QUEST CARD AT THE STORE**

1. Know your balance before you go shopping.
2. Swipe your Washington EBT Quest Card through the Point-Of-Sale (POS) terminal OR hand your card to the clerk/cashier.
3. Be sure to tell the clerk which account to charge (food or cash).
4. Enter your four-digit Personal Identification Number (PIN) on the keypad. The terminal will show \*\*\*\*.
5. Press the **OK** or **ENTER** key.
6. The clerk enters the purchase amount and, if it is correct, you press the **YES** key.
7. The clerk will hand you your receipt. Make sure the information on the receipt is correct.
8. Keep this receipt so you will know your new balance the next time you shop.

The steps may be different for each type of POS machine you use. Ask the clerk if you need help.

Only the exact amount of your food purchase is deducted from your food benefit account. Stores will not give you change for food benefit purchases.

You may use your cash benefits at stores to make a cash-only withdrawal or to purchase both food and non-food items (soap, diapers, etc.). Stores may also provide cash back when you make a purchase from your cash account. If you have any questions, ask the clerk.



#### **HOW TO USE YOUR WASHINGTON EBT QUEST CARD AT AN AUTOMATED TELLER MACHINE (ATM)**

(For a withdrawal of cash benefits ONLY; food benefits cannot be accessed through the ATM)

1. Insert or swipe your card.
2. Enter your Personal Identification Number (PIN) and press the **OK** or **ENTER** key.
3. Select the key marked **WITHDRAW CASH** and then select **CHECKING**.
4. Enter the amount you'd like in whole dollar amounts (for example, \$20, \$40, \$60, etc.).
5. If there is a surcharge,
  - Select **YES** to accept it and continue with the transaction.
  - Select **NO** to cancel the transaction if you do not want to pay the surcharge.
6. Take your card, your receipt and your cash. If an ATM keeps your card, contact Customer Service at 1-888-328-9271.
7. Count your cash and compare it to your receipt.
8. Keep your receipt to help you keep track of your balance the next time you need cash.

It may take several transactions to withdraw all of your cash benefits from an ATM if the machine has a limit on the amount of cash you can withdraw each time. There may be a surcharge charged by the bank for each transaction.

#### **WASHINGTON EBT QUESTIONS AND ANSWERS**

##### ***How do I get my benefits with the Washington EBT Quest Card?***

Each month your benefits will automatically be added to your account. You will use the same Washington EBT Quest card every month to get your benefits. As you use your benefits to get cash or buy goods, your account balance will decrease.

##### ***When do I get my benefits?***

Benefits will be deposited into your EBT account on the same day each month, even if it falls on a weekend or holiday. All benefits are available by 9 a.m. Pacific time. Any benefits you have left over at the end of the month will be carried over to the next month.

##### ***Where can I use my Washington EBT Quest Card?***

You can use your Washington EBT Quest Card at participating stores and ATMs (cash machines for cash benefits only) across the country. You can also use your card wherever you see the Quest logo. If you do not see the Quest logo, ask the store manager if you can use your card in the store to buy food or get cash benefits.



##### ***What should I do if I lose my card?***

If your Washington EBT Quest Card is lost, stolen or damaged and you need a replacement card, call Customer Service toll-free at 1-888-328-9271.

##### ***What is my card number?***

Your card number is the 16-digit number on the front of your card.

##### ***What if my card won't work?***

Call Customer Service and they will assist you. This number is found on the back of your card. Customer Service is available 24 hours a day, seven days a week.

##### ***What if there is an incorrect transaction on my account?***

When a retailer is paid either too much or too little from your EBT account due to a computer system problem, a correction may be made to your balance. This correction could impact your current or next month's balance. You will be mailed an EBT adjustment notice of the correction if it reduces your balance.

##### ***How do I take care of my card?***

1. Sign the back of your card.
2. Do not write your PIN on your card.
3. Keep your card safe and clean.
4. Do not bend your card.
5. Keep your card away from magnets and electronic equipment, such as TVs, radios, VCRs, microwaves, etc.
6. Do not place it in direct sunlight (i.e., on your car's dashboard).
7. Do not throw your card away; you use the same card every month as long as you receive benefits.

##### ***What is a Personal Identification Number (PIN)?***

A PIN is a four-digit secret number that allows only you to use your Washington EBT Quest Card. If you received your card in the mail, you must call Customer Service to choose your new or replacement PIN. Never tell your PIN to anyone! If someone knows your PIN, they can use your card to get ALL of your benefits and those benefits will not be replaced.

##### ***What if I forget my PIN?***

If you forget your PIN or want to change your PIN, you can call Customer Service. You should choose four numbers that are easy for you to remember, but hard for someone else to figure out.

##### ***What if I enter the wrong PIN?***

If you are having trouble remembering your PIN, DO NOT try to guess your PIN when entering it on a POS terminal or ATM. If you enter the wrong PIN, you have three more chances to enter the correct number. If the correct PIN is not entered by the fourth try, you won't be able to use it until after midnight because a hold is automatically placed on your card. In some cases, your card may be taken by the ATM. If the ATM keeps your card, contact Customer Service.

##### ***What should I do if someone finds out my PIN?***

Immediately select a new PIN by calling Customer Service or by changing your PIN online at [www.ebtedge.com](http://www.ebtedge.com).

##### ***How will I know my account balance?***

The easiest way to know your account balance is to keep your receipts. If you don't have your receipts, you may check your balance on the Internet at [www.ebtedge.com](http://www.ebtedge.com) or you can call Customer Service. You should always know your account balance before you shop.

### What happens if the Point of Sale (POS) machine is not working?

If you want to purchase eligible food items with your food benefits and the POS machine is not working or there is not one at the store, the cashier will fill out a paper form called a food benefit voucher. The cashier will write in your Washington EBT Quest Card number and the amount you are spending. DO NOT give the cashier your PIN. The cashier will call to see if you have enough benefits in your food benefit (ONLY) account to buy the food. If there is enough in your food benefit account, you will be asked to sign the voucher and will be given a copy of it. It is very important to keep this copy so you can subtract what you spent from the balance shown on your last EBT receipt. This will give you the current amount on your account. The store cannot process a manual voucher for cash benefits.

### Can I go to a bank teller and withdraw money or inquire about my EBT account?

No, you may only withdraw money from an ATM or through a cash-back/cash-only withdrawal at a participating store. If you have questions, call Customer Service or ask your worker.

### If I have less than \$10 worth of cash benefits on my Washington EBT Quest Card, how will I get it out?

You can make a point-of-sale purchase or cash back transaction at participating stores to get these funds.

### Are there any transaction fees or surcharges for using my Washington EBT Quest Card?

There is never a transaction fee for using your food benefits to buy food with your Washington EBT Quest card. There is also never a transaction fee for using your cash benefits to buy food or get cash at a POS machine.

A surcharge is an additional fee charged by the owner of an ATM or POS machine for using that machine to make a cash withdrawal. Surcharges, if any, for getting cash will also be taken from your account automatically. If you do not want to pay the surcharge, simply cancel your transaction and go to another ATM or POS location that does not charge a surcharge.

### Are there any restrictions on how I use my EBT cash benefits?

It is against state law to use an EBT card or cash from an EBT card at taverns, bars, liquor stores, bail bond agencies, adult entertainment venues, any establishments where minors are prohibited, to gamble, get a tattoo or body piercing, or purchase tobacco.

### What happens if I do not use my benefits?

Benefits not used during the issuance month will carry over to the next month.

If you do not use at least some of your benefits within 365 days, the benefits will be cancelled. In some cases, these benefits will not be replaced.

### Can I deposit money into my EBT account?

No. You may only withdraw money from your cash account.

### What is Direct Deposit?

Instead of using EBT, you may choose to have your cash benefits deposited every month directly into your new or current personal bank account. You cannot use direct deposit for food benefits. Contact your worker for more information or call toll-free 1-888-235-2954.

### What is an Alternate Cardholder?

You may choose a person, called an Alternate Cardholder, to get your benefits for you. The Alternate Cardholder must go to a local office to receive their own Washington EBT Quest Card and PIN. If you need an Alternate Cardholder, choose a person you trust. Remember, lost or stolen benefits will not be replaced. You can cancel an Alternate Cardholder's card by calling Customer Service. For more information or to get an authorization form, call your local DSHS office.

### When do I call Customer Service?

- Call if your card is lost, stolen or damaged.
- Call if you have forgotten or lost your PIN.
- Call to change your PIN.
- Call to find out your balance.
- Call to hear your last 10 transactions.
- Call to request a two-month history of transactions.
- Call if you have questions or need help with your card.

### What if I plan to move or change my address?

You must contact your worker if you move or change your address.

This pamphlet is available in your language at your local DSHS Office.

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إن هذه النسخة موفرة لك بلغتك في مكتب الـ DSHS في الضاحية التي تسكن بها. (Arabic)

កូនស្បែកក្រៅនេះមានផ្តល់ជូនជាភាសាសំឡេងសម្រាប់អ្នកដែលមិនចេះអានខ្មែរ DSHS ប្រើប្រាស់ប៊ូតុងសំឡេងសំលេងអ្នក ។ (Cambodian)

本小冊備有您的語言版本，可向您當地的 DSHS 辦事處索取。 (Chinese)

این جزوه در زبان شما در اداره خدمات اجتماعی و درمانی DSHS منقله ایوان در دسترس می باشد. (Farsi)

Dlaim ntawv nuav muaj txhais ua koj yaam lug hab nwg nyob rua ntawm lub DSHS kws ze koj ko. (Hmong)

이 팜플렛의 한국어 팜플렛은 귀하지역 관할 보건사회부(DSHS) 사무소에 비치돼 있습니다. (Korean)

ບັນຊີນີ້ຈຶ່ງເປັນພາສາຂອງທ່ານເພື່ອໃຫ້ທ່ານ DSHS ທີ່ອາໄສຂອງທ່ານ. (Laotian)

ਇਹ ਪੰਡਲੈਟ ਤੁਹਾਨੂੰ ਮਿਲ ਸਕਦਾ ਹੈ ਆਪ ਦੀ ਭਾਸ਼ਾ ਵਿਚ ਆਪਣੇ ਸਥਾਨੀ DSHS ਦਫਤਰ II (Punjabi)

Acest pamflet este disponibil în limba dumneavoastră la oficiul DSHS local. (Romanian)

Вы можете получить эту брошюру на своём языке в своём местном офисе DSHS. (Russian)

O lo'o maua le tusi lea i lau gagana i le ofisa o le Welfare (DSHS). (Samoan)

Ovaj pamflet je dostupan i na vašem jeziku u vašem mjesnom DSHS uredu. (Serbo-Croatian)

Waraaqahani waxaad ka helikartaa xafiiska Walfeerka, DSHS, ee kuu dhow, iyaga oo ku qorran afaaqa. (Somali)

Ang pamphlet na ito ay nakasulat rin sa Tagalog at makukuha sa tanggapan ng DSHS na pinakamalapit sa inyo. (Tagalog)

ዚህ መጽሔት ዚህ ብገጃገጃጅም ለብ ከባቢጅም ዝርከብ ቤት ጽሕፈት የጸፈር ደርከብ (Tigrigna)

Ви можете одержати цю брошюру на своїй мові в своєму місцевому офісі DSHS. (Ukrainian)

Tập sơ liệu này hiện có bằng ngôn ngữ của quý vị tại văn phòng DSHS địa phương. (Vietnamese)

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# Your Washington EBT Quest Card



### PENALTY WARNING:

If you exchange your food benefits for anything of value such as cash, drugs, weapons, or anything other than food from an FNS authorized retailer, you may be disqualified from receiving food benefits for a minimum period of one year to a maximum lifetime disqualification on the first offense.

For account information, visit [www.ebtedge.com](http://www.ebtedge.com)

or call

### Customer Service

1-888-328 -9271  
711 (TTY State Relay)  
1-800-833-6385 (Telebraille)