



## **POLICY CHANGE ALERT #15-021F**

**TITLE: EBT REPLACEMENT FEE**

**ISSUE DATE: 06/16/2015**

**EFFECTIVE DATE: EFFECTIVE IMMEDIATELY**

### **Summary**

Programs Impacted: NA and CA

This Policy Change Alert is being issued to inform staff of an additional reason to waive the EBT replacement fee.

The fee to issue an EBT replacement card is waived when the card sent to the customer in the mail has not been activated.

### **Revision Details**

The FAA Policy Manual will be updated to include the information in this Policy Change Alert during one of the next bimonthly revisions. Until then, an alert will be placed in each revised section with a link to this document as a reminder of the policy change.

### **POLICY REFERENCE: FAAEBT.A03G.02 – EBT QUEST CARD REPLACEMENT OR RETURNED CARDS – REPLACEMENT FEES**

Each payee may request one free EBT card replacement per [calendar year\(g\)](#). After the first replacement there is a \$5.00 fee. The fee is deducted from the participant's CA or NA account.

The replacement fee is waived when at least one of the following applies:

- **The card sent through the mail has not been activated**
- The card was damaged
- The payee meets the elderly criteria (60 and over)
- The payee legally changed their name
- The QUEST Card was stolen (include the police report)
- The QUEST Card and PIN were both mailed and both were stolen
- Any other reason identified by the Region Program Manager



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Designated staff responsible for QUEST card issuance must key Y in the REPLACEMENT CARD OVERRIDE field on EBCM. Keying Y in this field automatically accesses CADO. The reason the fee is waived MUST be documented on CADO.

**NOTE** All replacement cards will be mailed to the address of record on ADDR. If the participant requests an Over the Counter card, a replacement fee still applies **when the reason for the replacement is not listed above.**

Please contact the FAA Policy Support Team by phone at (602) 774-5523 or by e-mail at [FAAPolicyMgmt@azdes.gov](mailto:FAAPolicyMgmt@azdes.gov) with any questions or concerns regarding this broadcast.

**Please consider the environment before printing this broadcast.**

(15-1311)