

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

If you want to make a purchase with your food benefits and the store cannot process your EBT card, the cashier may have to fill out a paper voucher with your EBT card number and the total amount you're spending. Do not share your PIN. The cashier will call to check your food benefit balance only. If you have enough benefits, you will sign the voucher and receive a copy. Keep this copy to track your food benefit balance. The store cannot process a manual voucher for cash benefits.

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

No, you may only withdraw your cash benefits from an ATM or through a POS machine that offers cash back at a participating store. If you have questions about your cash or food benefit accounts, call Customer Service.

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

You can make a POS machine purchase or a cash back transaction at participating stores to get these funds.

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

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

Some ATMs or POS machines may have a surcharge. A surcharge is an additional fee for withdrawing cash at some locations. If there is a surcharge, it will be taken automatically for your cash benefits. If you do not want to pay the fee, cancel the transaction and use another ATM or POS machine that does not charge a surcharge.

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

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

### 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 274 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 personal bank account. You cannot use direct deposit for food benefits. Contact DSHS for more information or call toll-free 888-235-2954.

### What is an Alternate Cardholder?

You may choose a person, called an Alternate Cardholder, to access your benefits for you. The Alternate Cardholder must go to a local office to receive their own Washington Quest EBT 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 at 888-328-9271.

### When do I call Customer Service?

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

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

To report any change, including updating your address, contact DSHS by calling 877-501-2233, or use [www.washingtonconnection.org](http://www.washingtonconnection.org) to report changes online.

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)

ភ្លេងសៀវភៅនេះមានផ្តល់ជូនជាភាសាសំឡេងសម្រាប់អ្នកដែលមានការឃ្លាតឃ្លាន។ DSHS ប្រើប្រាស់ប្រព័ន្ធសំឡេងសំឡេងសម្រាប់អ្នក។ (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 منطقه ایان 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 귀하 지역 관할 보건사회부 (DSHS) 사무소에 비치돼 있습니다. (Korean)

ບັນລຸນີທົນນິຍົມໃນພາສາຂອງທ່ານຢູ່ທີ່ຫ້ອງການ DSHS ທ້ອງຖິ່ນຂອງທ່ານ. (Laotian)

ਇਹ ਪੈਂਡਲੈਟ ਤੁਹਾਨੂੰ ਮਿਲ ਸਕਦਾ ਹੈ ਅਪ ਦੀ ਭਾਸ਼ਾ ਵਿਚ ਅਪਣੇ 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 afgaaga. (Somali)

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

በዚ ማጠቃለያ ላይ ተገልጿልሁት ለቤት ለደብዳቤ ለገንዘብ ለጥቅም ለጥቅም ለጥቅም ለጥቅም ለጥቅም ለጥቅም (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)

# Using the Washington Quest EBT Card



**PENALTY WARNING:**  
It is illegal to sell or attempt to sell an EBT card, or exchange or attempt to exchange food benefits for anything of value such as: cash, drugs, weapons, or anything other than eligible food items from an authorized retailer. Intentional misuse may result in disqualification, fines, and legal actions, including criminal prosecution.

For account information, visit [www.ebtedge.com](http://www.ebtedge.com) Or use the *ebtEDGE* mobile app



or call  
**Customer Service**  
888-328-9271  
711 (TTY State Relay)  
800-833-6385 (Telebraille)

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

If you qualify for basic food benefits, you can use your Washington Quest EBT Card to buy eligible food items at any participating store including those that offer online purchasing.

If you qualify for cash benefits, you can use your Washington Quest EBT 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 QUEST EBT CARD AT THE STORE

1. Know your balance before you go shopping by visiting [www.ebtedge.com](http://www.ebtedge.com) or call Customer Service at 888-328-9271.
2. Swipe your Washington Quest EBT Card through the Point-Of-Sale 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 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 to know your new balance the next time you shop.

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

Only the amount you spend is taken 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 QUEST EBT CARD AT AN AUTOMATED TELLER MACHINE

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

1. Insert or swipe your card.
2. Enter your 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 don't want to pay the surcharge.
6. Take your card, your receipt and your cash. If an ATM keeps your card, contact Customer Service at 888-328-9271.
7. Count your cash and compare it to your receipt.
8. The ATM receipt will show the cash balance still available.

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 an ATM surcharge for each transaction.

#### WASHINGTON QUEST EBT QUESTIONS AND ANSWERS

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

Each month your benefits will automatically be added to your EBT account. You will use the same Washington Quest EBT card every month to get your benefits. As you use your benefits to get cash or buy goods, your account balance will decrease. There is no need to replace your card unless it is lost, stolen or damaged.

##### 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 Quest EBT Card?

You can use your Washington Quest EBT Card at participating stores and ATMs (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 Quest EBT Card is lost, stolen or damaged, you should call Customer Service immediately, toll free at 888-328-9271 to have it deactivated and a replacement card mailed to you.

##### What is my card number?

Your card number is the 16-digit number printed on the card.

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

Call Customer Service and they will assist you. The toll free 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. Don't write your PIN on your card.
3. Keep your card safe and clean.
4. Don't bend your card.
5. Keep your card away from magnets and electronic equipment, such as TVs, microwaves, etc.
6. Don't place it in direct sunlight, such as on your car's dashboard.
7. Don't throw your card away; you use the same card every month as long as you receive benefits.
8. Excessive card replacements may be subject to investigation for fraudulent use.

##### What is a Personal Identification Number?

A PIN is a four-digit secret number that allows only you to use your Washington Quest EBT Card. An EBT card won't work without a 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 won't be replaced.

##### How do I select a PIN?

You can select your four-digit PIN by calling Customer Service at 888-328-9271 or in person at your local DSHS Community Service Office (CSO). Don't use an easy to guess PIN such as "1234, or "0000" or any easy to guess pattern.

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

If you forget your PIN or want to change your PIN, you can call Customer Service at 888-328-9271.

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

If you enter the wrong PIN, you have three more chances to enter the correct number. If the correct PIN isn't entered by the fourth try, the card will be locked to protect your account. You won't be able to use the card again until after midnight, unless you go into the local DSHS Community Services Office to have the lock released. In some cases, your card may be taken by the ATM. If the ATM keeps your card, contact Customer Service at 888-328-9271.

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

Immediately select a new PIN by calling Customer Service at 888-328-9271, or by changing your PIN online at [www.ebtedge.com](http://www.ebtedge.com) or the *ebtEDGE* mobile app.

##### 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 at [www.ebtedge.com](http://www.ebtedge.com) or the *ebtEDGE* mobile app or you can call Customer Service at 888-328-9271. You should always know your account balance before you shop.

##### How can I protect my benefits?

To protect your benefits, you can use the security features at [www.ebtedge.com](http://www.ebtedge.com) or the *ebtEDGE* mobile app to either "Freeze/Unfreeze" your card or "Block/Unblock Out of State or Internet Transactions". These features allow you to take control of your benefits and protect your benefits from being used elsewhere.