

# How to Use Your Arizona EBT Card



This guide provides information about using your Arizona EBT Card.

For easy access to your balance, transaction history or to select or change a PIN, visit

**[www.ebtEDGE.com](http://www.ebtEDGE.com)**.

For questions about your card call Customer Service 24 hours a day, 7 days a week 1-888-997-9333.

TTY users call toll free 1-800-367-8939.

## **HOW TO SELECT YOUR PIN**

Before you can use your card, you must select a 4-digit Personal Identification Number (PIN).

### **1. GO ONLINE**

- **[www.ebtEDGE.com](http://www.ebtEDGE.com)**, and enter your 16-digit card number.

- Enter your Date of Birth
- Enter your Case Number
- If you do not have internet access, call the Customer Service phone number on the back of your card

## **2. SELECT A PIN**

- You must select a 4-digit Personal Identification Number (PIN) for your card
- Choose a 4-digit number that is easy for you to remember but hard for others to guess

## **3. SIGN THE BACK**

- Be sure to sign the back of your card
- You will not be able to use your card at stores if you do not sign the back

## HOW TO USE YOUR CARD

Once you have selected your PIN, you can use your card to buy food and get cash (if you receive cash benefits) wherever you see the QUEST® logo.

## BUYING GROCERIES



- Select “EBT” on the merchant’s terminal and enter your 4-digit PIN
- Tell the cashier which benefit account to charge (SNAP or cash)
- Keep your receipt — it shows your account balance
- Online purchasing of groceries with EBT is available at several Arizona retailers. For a current list of Arizona online retailers, please refer to the DES website at <https://des.az.gov/services/basic-needs/food-assistance/nutrition-assistance/electronic-benefits-transfer-ebt-card>

## **GETTING CASH AT AN ATM *FOR CASH BENEFITS ONLY***

- Insert your card and enter your 4-digit PIN
- Select “Withdraw” from “Checking”
- Enter the amount of cash you want; most ATMs give only \$20 bills (\$20, \$40, \$100, etc.)

## **GETTING CASH BACK WITH A PURCHASE *FOR CASH BENEFITS ONLY***

- Select “EBT” on the merchant’s terminal and enter your 4-digit PIN
- Tell the cashier to charge your cash account
- Tell the cashier the amount of cash you want or enter the amount on the terminal

## **MANUAL TRANSACTIONS**

- If the store's terminal is not working, you can still use your SNAP benefits to buy food
- The cashier will total your groceries and fill out a form
- Sign the form and keep a copy as your receipt

## **USING YOUR BENEFITS ILLEGALLY**

- You could be disqualified from the benefit program and may be prosecuted if you use your card for illegal purposes
- It is illegal to withdraw TANF cash at ATMs or Point of Sale machines in liquor stores, casinos, horse or dog racing facilities, or adult entertainment establishments (ARS§46-297)

## HOW TO MANAGE YOUR BENEFITS

It's important to know when you receive your benefits and how much you have on your card.

### BENEFIT ISSUANCE

- Your benefits are deposited to your card on the same day of every month
- Unused benefits are carried over to the next month
- See the Benefit Issuance Schedule that came with your card

### KNOW YOUR BALANCE

- Logon to [www.ebtEDGE.com](http://www.ebtEDGE.com)
- Check your last receipt, or
- Call Customer Service

## AVOID FEES

- There may be fees for using your card to get cash at an ATM
- There is never a fee for making purchases at a store
- There is never a fee for getting cash back with a purchase (cash benefits only)

CARD FEES	
ATM Cash Withdrawal	\$0.32 each. (Some ATM owners may also charge an ATM surcharge)
Food Purchases and Cash Back	There is never a fee for making a food purchase or receiving cash back at a store.
Replacement Card	1 free per year, then \$5.00 each



## **HOW TO KEEP YOUR CARD AND PIN SAFE**

Your card and PIN are the keys to getting your benefits. If someone gets your card and knows your PIN, they could use all your benefits — and those benefits will not be replaced.

### **CARD CARE**

- Keep your card in a safe place, like your wallet or purse
- Do not get your card dirty
- Keep your card away from magnets and electronics
- Do not leave your card in direct sunlight

### **PIN SAFETY**

- Do not write your PIN on your card or on anything you keep with your card

- Your pin is the key to your benefits. Protect it! Lost or stolen funds will not be replaced

## **CARD/PIN REPLACEMENT**

- If your card is lost, stolen or damaged call Customer Service to order a new one
- If you forget your PIN or want to change it, logon to [www.ebtEDGE.com](http://www.ebtEDGE.com) (or call Customer Service) to select a new one

## **ADDITIONAL INFORMATION FOR SNAP RECIPIENTS**

### **USING YOUR ARIZONA EBT QUEST CARD**

There is no minimum amount you have to spend to use your card. You can use your card as much as you want as long as there are benefits left in your account.

Keep your paper receipt. It will show the amount, date and time of your purchase or return, the store name and location, the transaction type, your remaining balance, and part of your card number.

## **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 the 24-hour Customer Service number. You should always check your account balance before you use your card.

## **WHAT HAPPENS IF THE POS MACHINE IS NOT WORKING?**

If the store does not have a POS machine, you may not be able to use your Arizona EBT Card there; ask if the store accepts Arizona EBT. Some retailers do not have a POS machine and instead will use a paper form, called a voucher that you will need to sign. Some retailers may limit the amount of your purchase.

## **ALTERNATE CARDHOLDER**

You may choose a person, called an Alternate Cardholder, to get your benefits for you. If you need an Alternate Cardholder, choose a person you trust. Remember, lost or stolen benefits will not be replaced.

## **WHAT IF I DO NOT WANT TO USE ALL MY BENEFITS IN ONE MONTH?**

The benefits you do not use stay in your Arizona EBT account until you use them. However, if you do not use your SNAP benefits at least once during a 9 month period, those benefits will be removed from your account for inactive use.

## **REPORT FRAUD!**

Buying, selling, or otherwise misusing SNAP benefits is a federal crime. To report suspected abuse visit [www.usda.gov/oig/hotline.htm](http://www.usda.gov/oig/hotline.htm) or call: 1-800-424-9121.

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# ARIZONA

Check your balance, review your transactions and get other account information on the internet at [www.ebtEDGE.com](http://www.ebtEDGE.com).

Customer Service 24 hours a day,

**1-888-997-9333**

7 days a week

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