



This guide provides information about using your Arizona EBT Card.

For easy access to your balance, transaction history and other information, visit www.ucard.chase.com

HOW TO SELECT YOUR PIN

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

1. GO ONLINE

- Logon to www.ucard.chase.com, click on "Activate Your Card" and enter your 16-digit card number
- If you do not have internet access, call the Customer Service phone number on the back of your card



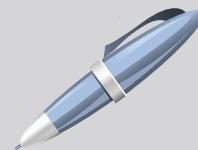
2. SELECT A PIN

- 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 a 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



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 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.ucard.chase.com, or
- Sign up for Deposit Notification Alerts (see *Frequently Asked Questions*), or
- Check your last receipt, or
- Call Customer Service



AVOID FEES

- There may be fees for using your card in certain situations
- See the **EBT Card Fees** that came with your card
- There is never a fee for making purchases at a store



HELPFUL TIPS

Deposit Notification Alerts

With Deposit Notification Alerts, you can get an automatic text, email or phone message whenever funds are added to your EBT SNAP and/or TANF accounts. In addition to providing the specific deposit amount and date, this alert will also include your available account balance. To sign up for Deposit Notification Alerts, logon to www.ucard.chase.com or call Customer Service.

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 an Arizona EBT Card and PIN. If you need an Alternate Cardholder, choose a person you trust. Remember, lost or stolen benefits will not be replaced.

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
- NEVER tell your PIN to anyone
- Do not try to guess your PIN; if you enter it wrong three times, your card may be locked until the next day



CARD/PIN REPLACEMENT

- If your card is lost, stolen or damaged logon to www.ucard.chase.com (or call Customer Service) to order a new one
- If you forget your PIN or want to change it, logon to www.ucard.chase.com (or call Customer Service) to select a new one



www.ucard.chase.com

1-888-997-9333

1-800-367-8939 (TTY)

Report Fraud!

Buying, selling, or otherwise misusing SNAP benefits is a federal crime. To report suspected abuse, visit

www.usda.gov/oig/hotline.htm
or call **1-800-424-9121**.

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