

ADDITIONAL INFORMATION

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** 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 POS machine is not working, or the store does not have one, you may still be able to use your SNAP benefits to buy food there. When a store's POS machine is not working, the store will use a paper form, called a voucher, that you will need to sign. For stores without a POS machine, ask if they accept Arizona EBT. Some retailers do not have a POS machine and instead use the voucher. 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 365-day period, or your TANF cash benefits at least once during a 180-day period, those benefits will be removed from your account for inactive use.

WARNING!

It is illegal to withdraw TANF cash at ATMs or to use your card at Point of Sale machines in liquor stores, casinos, horse or dog racing facilities, medical marijuana dispensaries, or adult entertainment establishments. It is also illegal to use your card to purchase lottery tickets. (ARSS46-297)

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.

In accordance with Federal Law and U.S. Department of Agriculture (USDA) policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, religion, political beliefs or disability. To file a complaint of discrimination, write USDA, Director, Office of Adjudication, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call toll free (866) 632-9992 (Voice). Individuals who are hearing impaired or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish). USDA is an equal opportunity provider and employer.

ARIZONA

Check your balance, review your transactions and get other account information on the internet at **www.ebtEDGE.com**

Customer Service 24 hours a day,
1-888-997-9333, 7 days a week

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**.

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, 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

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, medical marijuana dispensaries, or adult entertainment establishments. It is also illegal to use your card to purchase lottery tickets. (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
- 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

- Select a PIN that is easy for you to remember, but hard for others to guess
- Do not select commonly used PINs such as 1234, 1212, 9999, etc.
- 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

- Report lost, stolen or damaged cards immediately to Customer Service
- If you forget your PIN or want to change it, logon to www.ebtEDGE.com (or call Customer Service) to select a new one