



STATE OF WISCONSIN  
DEPARTMENT OF HEALTH SERVICES  
P.O. BOX 290  
MILWAUKEE WI 53201-0290

Here is your card.



**Do not throw this card away!**  
It is the only way to use your FoodShare benefits.

Tear off at dotted line, fold and keep with your card.

The USDA is an equal opportunity Provider and Employer.

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**HOW TO USE YOUR QUEST CARD**

1. Check your balance before you shop:
  - Look at your last store receipt, or
  - Call 1-877-415-5164 or 711 (TTY).
2. To use your card at a swipe machine:
  - Tell the clerk you want to use your card.
  - You or the clerk will slide your card through the machine.
  - Choose EBT.
  - Enter your PIN.
  - The clerk will enter the total. If it is correct press ENTER.
3. Look at your receipt. Make sure the purchase amount is correct.
4. Your receipt shows:
  - Store name,
  - Date and time of purchase,
  - Amount of your purchase, and
  - Your new card balance.
5. Protect your card and PIN. If your card is lost, stolen or damaged, call 1-877-415-5164 or 711 (TTY) right away. A new card will be mailed to you the next business day. If someone uses your card before you cancel your card, your benefits will not be replaced.

**Follow these steps:**

1. Sign your name in ink on the white stripe on the back of your card right away.
2. If this is your first QUEST card, you will need to select a Personal Identification Number (PIN) before you can use your card. A PIN is a four-digit number code that is easy for you to remember but hard for someone else to figure out. Then, follow these steps:
  - Have your card number, the four digits you have selected to use as a PIN, date of birth and the last four digits of your SSN ready.
  - Call 1-877-415-5164 or 711 (TTY). For those who are hearing impaired, see your *Enrollment and Benefits* handbook for detailed instructions.
  - There are a couple options to listen to. Choose the option to select a PIN.
  - You must say or press your date of birth,
  - If correct, you will be asked to say or press the last four digits of your SSN,
  - If correct, you will be asked to say or press the four digit PIN you have selected. You will need to do this step twice.
3. If this is a replacement QUEST card, you can use the same PIN for this card.

**Keep your PIN a secret!**

CALL CUSTOMER SERVICE AT  
1-877-415-5164 OR 711 (TTY) IF:

- Your card is lost, stolen or damaged,
- You forgot your PIN or want a different PIN,
- Someone is using your card without your okay,
- You have problems with your card or are getting error messages.
- You have questions, or
- To check your balance before you shop.

**You can call 24 hours a day, 7 days a week.**

**Benefits Schedule**

If the eighth digit of your Social Security Number is:	0	2nd of each month
	1	3rd of each month
	2	5th of each month
	3	6th of each month
	4	8th of each month
	5	9th of each month
	6	11th of each month
	7	12th of each month
	8	14th of each month
	9	15th of each month

Your FoodShare benefits will be available after 5:00 am on the:

**Check your benefits at:**  
**access.wi.gov**