

Return Address  
XXXXXXX  
XXXXXXX  
XXXXXXX



State of Wisconsin

Case #: 1234567890

Mailing Date: MM/DD/YYYY

000002  
Anna Member  
123 Main St,  
Anytown, WI 55555

**P-EBT Support**  
PEBTsupport@wisconsin.gov  
or [REDACTED] for questions



The State of Wisconsin is an equal opportunity service provider. This letter contains information that affects your benefits. If you need this material in a different format because of a disability or if you need this letter translated or explained in your own language, please call 1-888-947-6583. These services are free.

## Pandemic EBT for Children Learning from Home

You are getting this letter because you have a child or children who usually get free or reduced price meals through their school. Because many schools have children learning from home full time or part time during the COVID-19 pandemic, the federal government created the Pandemic EBT (P-EBT) program.

This letter tells you if your child or children are getting benefits now for the months of Month YYYY through Month YYYY and, if so, how much you can expect to receive. Benefits for months after this period will be provided later.

To figure out how much each family would get in P-EBT benefits, we asked schools to tell us how often students in each grade learned from home each month. P-EBT allows states to provide a maximum of \$6.82 per day that each eligible child learned from home and did not receive meals at school.



### Children Getting P-EBT

The following child or children in your family are receiving P-EBT benefits. For each eligible child in your family, the benefits provided now for each month between Month YYYY through Month YYYY are listed in the table below. To see the food you can buy with these benefits, go to [www.dhs.wisconsin.gov/foodshare/fsspending.htm](http://www.dhs.wisconsin.gov/foodshare/fsspending.htm).

Month	Student	School	Grade	How Much?
Month YYYY	JOHN DOE	Any town School	XX	\$0.00
Month YYYY	JOHN DOE	Any town School	XX	\$0.00
Month YYYY	JOHN DOE	Any town School	XX	\$0.00
Month YYYY	JOHN DOE	Any town School	XX	\$0.00
Month YYYY	JANE DOE	Any town School	XX	\$0.00
Month YYYY	JANE DOE	Any town School	XX	\$0.00
Month YYYY	JANE DOE	Any town School	XX	\$0.00
Month YYYY	JANE DOE	Any town School	XX	\$0.00
				<b>Total : \$0.00</b>

Here are some things to keep in mind:

- A school could report that students in all grades were learning virtually the same amount of time, or they could report that students in each grade were learning virtually for a different amount of time.
- A school could report that students were learning virtually for a certain amount of time in one month but a different amount of time in the next month.
- Each school could report a different amount of virtual learning each month, even schools within the same district.

For these reasons, the benefits your child or children are receiving may be different from child to child and may be different from month to month. A month could show \$0.00 if your child's school had not begun instruction, did not yet meet the P-EBT school eligibility criteria, or if all classes were held in person.

### Getting Benefits – QUEST Card

According to our records, you have an active QUEST card. The benefits shown above have been loaded directly onto that card. You must use the benefits within one year of their being put on your QUEST card. They will be automatically removed from your QUEST card after one year.

If you cannot find your QUEST card, please call QUEST Card Service at 877-415-5164 to get a new card. The new card will be either another QUEST card or a P-EBT card, which is a white plastic card you can use like a debit card to buy food. Your old QUEST card will be canceled when you call.

You can check the balance on your card at any time by going to [ebtedge.com](http://ebtedge.com) or using the ebtEDGE mobile app.



### Getting Help with Questions

Please contact [REDACTED] or [PEBTsupport@wisconsin.gov](mailto:PEBTsupport@wisconsin.gov) with the following types of questions:

- You have a child or children who are not listed anywhere on this letter.
- Your child's grade is listed incorrectly.
- You do not believe the benefit amount accurately reflects your child's learning experience in the listed months.
- You have questions about how to use your card or benefits.
- You do not wish to receive or use these benefits.
- You wish to update your mailing address.

When you reach out, please be prepared to provide the following information:

- Child's full name, school, and grade
- Your full name, case number, email address, phone number, and preferred language



### COVID-19 Information

For the latest information about COVID-19, go to [www.dhs.wisconsin.gov/covid-19](http://www.dhs.wisconsin.gov/covid-19).

Regardless of whether your child receives P-EBT, your household may be able to get help finding health care coverage, paying for child care costs, searching for a job, or building your career skills. Visit <https://access.wisconsin.gov/access/> for more information.