

RETURN ADDRESS
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XXXXXXXXXXXXXXXXXXXX

Mailing Date: XX/XX/XXXX

ANNA MEMBER
123 MAIN ST
ANYTOWN WI 55555



State of Wisconsin

Case #: 1234567890

ABC Agency

Worker: IM A WORKER

Phone #: 1-987-654-3210

Fax #: (555) 555-5555

Use fax # to send verifications.



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 1-987-654-3210. These services are free.

You Have Food Benefits That Will Expire Soon If You Don't Use Them

You have an account with the State of Wisconsin that has benefits in it that can be used to buy food. You are getting this letter because you are in danger of losing some or all of those benefits.

As of MONTH DAY, YEAR, the amount of benefits in your account is \$XX.XX. If you do not use at least some of these benefits to buy food by MONTH DAY, YEAR, you will lose some or all of that amount.

You should have an Electronic Benefit Transfer (EBT) card that says either Wisconsin QUEST or Wisconsin P-EBT on it. This card can be used to buy food at most grocery stores and some farmer's markets. You can still use these benefits even if you are no longer eligible for the food program that provided them, like FoodShare.

- If you don't have an EBT card because you never got one or your card was lost or stolen, call QUEST Card Service at 877-415-5164 and ask for a new one.
- This phone number is to get a replacement card only, and no additional questions will be answered.
- For questions about P-EBT benefits, call the P-EBT Support Team at 833-431-2224.
- To see the food you can buy with these benefits, go to www.dhs.wisconsin.gov/foodshare/fsspending.htm.
- You can also purchase groceries online at some retailers using your EBT card. For a list of online retailers that accept EBT cards, go to: www.dhs.wisconsin.gov/foodshare/news.htm.

What do I need to do to keep or use my benefits?

You can keep your benefits by using your EBT card at least once by MONTH DAY, YEAR, to buy food. There is no minimum amount that you must spend to keep your benefits.

Note: Benefits that have been on your card for less than 274 days (approximately 9 months) will not be removed as part of this process. You can check the amount of benefits on your card at any time by going to the ebtEDGE website at www.ebtedge.com.

Why You Could Lose Some Benefits After 9 Months of Not Using Your EBT Card

The Wisconsin Department of Health Services (DHS) is required by the federal government to start removing older benefits from an EBT card if it has not been used in 274 days. Once benefits are removed, you can no longer use them, and the benefits cannot be replaced for any reason.