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

1. GO ONLINE
   - Logon to www.akquest.alaska.gov by entering 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 may not be able to use your card at some 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.
- Choose which benefit account to charge (SNAP or cash).
- Keep your PIN and card secure.
- 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.
- You could be disqualified from the benefit program and may be prosecuted if you use your card for illegal purposes.
- Card cannot be used to make purchases or withdraw cash at ATMs in liquor stores/establishments, gambling facilities, or adult entertainment establishments.

AVOID FEES
- You may not be able to use your card at some stores if you do not sign the back.

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 first calendar day of every month.
- Unused benefits are carried over to the next month.
- Keep and use the same card every month.
- Unused benefits are carried over to the next month.
- Keep and use the same card every month.

KNOW YOUR BALANCE
- Logon to www.akquest.alaska.gov and click on the QUEST UCard Center link.
- Sign up for Deposit Notification Alerts (see Frequently Asked Questions), or check your last receipt, or call Customer Service.
- Contact your local office for more information.

FREQUENTLY ASKED QUESTIONS
What are 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.akquest.alaska.gov or call Customer Service.

WHAT IF YOU DON'T HAVE ACCESS TO A GROCERY STORE AND NEED TO SHOP BY MAIL?
Long-distance purchasing with your SNAP benefits is an option. Call the grocery store for an agreement and instructions.

WHAT IS DIRECT DEPOSIT?
Instead of using EBT, you may choose to have your cash benefits deposited every month directly into your new or current bank account. You cannot use direct deposit for SNAP benefits. Contact your local office for more information.

WHAT IS AN ALTERNATE PAYEE?
You may choose a person, called an Alternate Payee, to get your benefits for you. The Alternate Payee must contact a local office to receive an EBT Card and PIN. If you need an Alternate Payee, 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 — lost or stolen 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 you can remember.
- Do not write your PIN on your card or in 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.akquest.alaska.gov (or call Customer Service) to order a new one.
- If you forget your PIN or want to change it, logon to www.akquest.alaska.gov (or call Customer Service) to select a new one.

How to Find a Local Office
For easy access to your balance, transaction history, Program (and Temporary Assistance if applicable).
www.akquest.alaska.gov

More Information
For more information, call (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 (850) 845-6136 (Spanish). USDA is an equal opportunity provider and employer.

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