



This guide provides information about using your Alaska QUEST Card. The QUEST Card holds your benefits from SNAP (formerly known as the Food Stamp Program) and Temporary Assistance if applicable.

For easy access to your balance, transaction history and other information, visit

www.akquest.alaska.gov

HOW TO SELECT 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



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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 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
- Choose to charge your cash account
- Tell the cashier the amount of cash you want or enter the amount on the terminal



USING LONG-DISTANCE PURCHASE AGREEMENTS

FOR REMOTE/HOME-BOUND SNAP RECIPIENTS

- Contact the store to get and complete Long-Distance SNAP Purchase Agreement
- Order food from the store up to your available balance
- The store will ship SNAP purchase along with copy of manual voucher as 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
- Card cannot be used to make purchases or withdraw cash at ATMs in liquor stores/establishments, gambling facilities, or adult entertainment establishments



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



KNOW YOUR BALANCE

- Logon to www.akquest.alaska.gov, and click on the *EBT UCard Center* link
- Sign up for Deposit Notification Alerts (see *Frequently Asked Questions*), or
- Check your last receipt, or
- Call Customer Service



AVOID FEES

- See the *Alaska QUEST Card Fees* that came with your card
- 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)
- Logon to www.akquest.alaska.gov to find surcharge-free Allpoint ATM locations



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 I 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 personal 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 Alaska EBT Card and PIN. If you need an Alternate Payee, choose a person you trust. Remember, lost or stolen benefits will not be replaced.

www.akquest.alaska.gov

1-888-997-8111

1-800-770-8973 (AlaskaRELAY)

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To report fraud visit www.usda.gov/oig/hotline.htm or call 1-800-424-9121.

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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 on 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

