

# How to Use Your Colorado EBT Card



For easy access to your balance, transaction history or to select or change a PIN, visit

[www.ebtEDGE.com](http://www.ebtEDGE.com)

OR

[www.coloradoquestcard.com](http://www.coloradoquestcard.com)  
(you will be redirected to the new site)

**Customer Service**

**1-888-328-2656**

1-800-659-2656 (TTY)

For questions about your case contact your local Colorado County Department of Human Services Office during business hours

This guide provides information about using your Colorado EBT Card. The EBT Card holds your benefits from SNAP (formerly known as the Food Stamp Program) and Cash Assistance, if applicable.

## THINGS TO KNOW BEFORE YOU SETUP YOUR CARD...

Your Colorado EBT Card and Personal Identification Number (PIN) are the keys to getting your benefits. If somebody gets ahold of your card and PIN, they could use all of your benefits – **lost or stolen benefits will not be replaced.**

## HOW TO CARE FOR YOUR CARD

- The Colorado EBT Card is reusable and should last for several years
- Eligible benefits are loaded onto the same card every month
- Keep your card clean and store it in a safe place away from magnets or electronics
- Do not leave your card in direct sunlight

## TIPS TO SELECTING A PIN & KEEPING IT SAFE

- Select a PIN that is easy for you to remember, but hard for others to guess
- Do not write your PIN on your card or store it with your card
- Never share your PIN with anybody
- Do not guess your PIN; if you enter it wrong four times, your card may be locked until the next day
- Do not select commonly used PINs such as "1234", "1212", "9999", etc.

## CARD OR PIN REPLACEMENT

If your card is lost, stolen or damaged, and you would like to request a new one OR you forgot your PIN or want to change your PIN, simply logon to [www.ebtEDGE.com](http://www.ebtEDGE.com) or call Customer Service.

## EBT CARD SETUP INSTRUCTIONS

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

1. Visit [www.ebtEDGE.com](http://www.ebtEDGE.com) online and enter your 16-digit card number (If you do not have internet access, call Customer Service)
2. Select a 4-digit PIN for your card
3. Be sure to sign the back of your card

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## HOW TO USE YOUR CARD

The Colorado EBT Card can be used to buy food and get cash (if you receive cash benefits) wherever you see the "QUEST" logo.



## BUYING GROCERIES

1. Select "EBT" on the merchant's terminal\* and enter your 4-digit PIN
2. Choose which benefit account to charge (SNAP or cash)
3. Keep your receipt; your current account balance is listed at the bottom

\*If the store's terminal is not working, the transaction will be processed manually. The cashier will total your groceries and fill out a form. You will be asked to sign the form. Keep your copy as your receipt.

## GETTING CASH (ONLY AVAILABLE IF YOU RECEIVE CASH BENEFITS)

### WITHDRAWING FROM AN ATM

1. Insert your card and enter your 4-digit PIN
2. Select "Withdraw" from "Checking"
3. Enter the amount of cash you want; most ATMs give \$20 bills

### CASH BACK WITH A PURCHASE

1. Select "EBT" on the merchant's terminal and enter your 4-digit PIN
2. Choose to charge your cash account
3. Tell the cashier the amount of cash you want or enter the amount on the terminal

## CARD USE FEES

- There is never a fee for using your SNAP benefits, making a Cash benefit purchase or getting cash back with a purchase (Cash benefits only)
- There is a 32-cent (\$.32) fee each time you withdraw Cash benefits from an ATM; any additional ATM surcharges may apply

## DO YOU RECEIVE CASH PAYMENTS?

You have the option to receive cash payments by direct deposit into a savings or checking account. We also offer a KeyBank Prepaid Debit Card. Please see your county office for more information about either option.

## USING YOUR BENEFITS ILLEGALLY

You could be disqualified from the benefit program and may be prosecuted if you use your card for illegal purposes.

## HOW TO MANAGE YOUR BENEFITS

It is important to know when you receive your benefits and how much you have on your card.



## BENEFIT ISSUANCE

- Eligible benefits are deposited to your card on the same day every month
- Unused benefits are carried over to the next month

SNAP/FOOD BENEFIT ISSUANCE SCHEDULE	
If your Social Security Number ends in	You will receive your SNAP benefits on the :
1	1 <sup>st</sup> day of the month
2	2 <sup>nd</sup> day of the month
3	3 <sup>rd</sup> day of the month
4	4 <sup>th</sup> day of the month
5	5 <sup>th</sup> day of the month
6	6 <sup>th</sup> day of the month
7	7 <sup>th</sup> day of the month
8	8 <sup>th</sup> day of the month
9	9 <sup>th</sup> day of the month
0	10 <sup>th</sup> day of the month

CASH BENEFIT ISSUANCE SCHEDULE	
If your Social Security Number ends in	You will receive your CASH benefits on the :
8 or 9 or 0	1 <sup>st</sup> day of the month
4 or 5 or 6 or 7	2 <sup>nd</sup> day of the month
1 or 2 or 3	3 <sup>rd</sup> day of the month

## VIEW YOUR BALANCE OR HISTORY

- Check your last receipt to find your balance
- Logon to [www.ebtEDGE.com](http://www.ebtEDGE.com) or call Customer Service to get your balance or transaction history

## HELPFUL TIPS

### AUTHORIZED REPRESENTATIVE

You may choose a person, called an Alternate Cardholder, to get your benefits for you. The Alternate Cardholder must go to a local office with written authorization from the client, to receive a Colorado EBT Card and PIN. If you need an Alternate Cardholder, choose a person you trust. Remember, **lost or stolen benefits will not be replaced.**

### INCORRECT TRANSACTION

When a retailer is paid either too much or too little from your Colorado EBT Card account due to a computer system problem, a correction may be made to your balance.

This correction could impact your current or next month's balance. You will be mailed an EBT adjustment notice of the correction if it reduces your balance. If you do not feel that the correction is accurate, you may call Customer Service to request a fair hearing. If you notice an incorrect transaction on your account, call Customer Service.

### SNAP BENEFITS CAN BE USED TO BUY:

- Foods for the household to eat, such as:
  - breads and cereals;
  - fruits and vegetables;
  - meats, fish and poultry; and
  - dairy products
- Seeds and plants which produce food for the household to eat

### SNAP BENEFITS CANNOT BE USED TO BUY:

- Beer, wine, liquor, cigarettes or tobacco
- Any nonfood items, such as:
  - pet foods;
  - soaps, paper products;
  - household supplies;
  - vitamins and medicines; and
  - food to be eaten in the store or hot foods

## PROHIBITED LOCATIONS

Colorado has made every attempt to ensure correct and plenty of access to your benefits through your EBT card. However, there are several types of places where EBT card usage is strictly prohibited.

### YOU ARE NOT ALLOWED TO USE YOUR EBT CARD IN ANY OF THE FOLLOWING PLACES FOR ANY REASON:

- PLACES LICENSED TO SELL MALT, VINOUS, OR SPIRITED LIQUORS, INCLUDING RETAIL LIQUOR STORES, BREW PUBS AND BARS
- PLACES WHERE YOU CAN GAMBLE, SUCH AS CASINOS, RACE TRACKS OR BINGO HALLS
- PLACES THAT SELL MEDICAL OR RETAIL MARIJUANA OR MARIJUANA PRODUCTS
- PLACES THAT OFFER ADULT-ORIENTED ENTERTAINMENT, INCLUDING ADULT VIDEO STORES, STRIP CLUBS, AND PEEP SHOWS
- PLACES WHOSE PRIMARY BUSINESS IS THE SALE OF FIREARMS

### USING YOUR EBT CARD AT ANY OF THE ABOVE PROHIBITED LOCATIONS WILL RESULT IN:

- A written warning that the use of your EBT card in prohibited establishments will result in the card being disabled
- If continued misuse occurs, the cash portion of your EBT card shall be disabled for one month, and you will be notified of additional options for receipt of payment (direct deposit or KeyBank Prepaid Card)
- If misuse continues, your cash benefits will be discontinued for one month. You will be required to complete a new application after the one month time period if you want assistance
- After the one month case closure for continued misuse, if/when you reapply, any future EBT card use at prohibited establishments will result in the one month denial/discontinuance and the reapplication process referred to above

If you would like more information on correct use of your EBT card and establishments where you are prohibited from using your EBT card, please visit the Colorado Code of Regulations: 3.520.4.D.6, 3.751.44, 3.602.1.E.2.K, 3.609.3.J, or 3.800.7

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA. Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotope, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at:

[http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW  
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov).

This institution is an equal opportunity provider.

### Report Fraud!

Buying, selling, or otherwise misusing SNAP benefits is a federal crime. To report suspected abuse visit

[www.usda.gov/oig/hotline.htm](http://www.usda.gov/oig/hotline.htm)  
or call: 1-800-424-9121