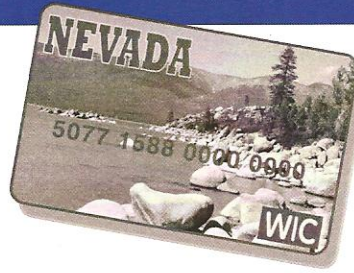


Nevada EBT Fact Sheet



EBT Benefit Programs:

Food Stamps, Cash Benefits, and Women, Infant, Children (WIC)

Responsible State Agency:

Food Stamps/Cash:

Nevada State Welfare Division (NSWC)

WIC:

Nevada WIC Program

Card Name:

Nevada QUEST Card or Nevada WIC Card

BIN Info:

Nevada QUEST Card Number Begins With:

507715

Nevada WIC Card Number Begins With:

50771580 - 50771588 for NV WIC Participants and 50771589 for the ITCN Participants

To Report Lost and Stolen Cards, Call:

1 (866) 281-2443

Cardholder Customer Service:

Nevada QUEST Card Customer Service:

1 (755) 684-7200 or 1 (702) 486-1646

During normal business hours these numbers may also be reached toll-free by calling 1 (800) 992-0900.

Nevada WIC Card Customer Service:

1 (866) 281-2443

Retailer Help Desk:

EBT-Only (State Provided) Equipment:

1 (800) 266-1033

Integrated Equipment:

Call your third-party processor

Manual Voucher Authorization Number:

1 (866) 281-2445

Retailer General Information Number:

1 (800) 350-8533

Terminal Close-out Time:

2:30 a.m. Pacific Time

Recipient Card Issuance Process:

Food Stamps/Cash:

Over-the-counter with the option for limited mail-out; over-the-counter issuance for expedited benefits

WIC:

Initial cards are issued over-the-counter. Replacement cards will be mailed.

Number of PIN Tries Before "Lockout":

4 (four)

For more information, please visit the JPMorgan EBT Retailer Resource Site at www.ebtretailerinfo.jpmorgan.com

Benefit Issuance Cycle:

FS/Cash: Food Stamps and Cash Benefits are issued on the first of the month. This includes weekends and holidays.

WIC: WIC Benefits are issued daily throughout the month. This includes weekends and holidays.