**Process Help 80.17.2**

**If you have a client is requesting a vault card you should first check the following:**

* Check the members address in CARES. Update the mailing address if appropriate.
* Ask if the member can wait for a card to arrive in the mail. Recommend that they call QUEST Card Customer Service to request a new permanent replacement card instead of issuing an emergency replacement vault card.
* If the customer was issued expedited benefits, and no longer has their previously issued Quest card or has never had a card before, let them know that they are eligible for a vault card and refer them to their local agency. Document in case comments that the customer was offered a vault card.
* If the member is homeless and a permanent card has already been sent out, refer them to the local agency to determine if the member has an unclaimed permanent card available for pick-up at the agency.
* Document all the above information in case comments.

**Factors to consider before referring to the local agency for an emergency replacement vault card:**

* What is the available balance on the member’s account?
* When will a new deposit be added to the account?
* Has the member recently spent a large amount of his or her benefits: A large recent transaction may indicate that it is possible for the member to wait for his or her permanent replacement card?
* Are there any upcoming postal holidays that would delay the receipt of a member’s permanent replacement card.
* Are there any other emergency circumstances that affect this request? The local agency defines emergency siltations on a case by case basis.

**It is NOT appropriate to issue an emergency replacement vault card in the following situations:**

* There are currently no benefits available in the member’s account and a new balance will not be added in the next 7 days.
* The member has requested a permanent replacement card within the last 7 days. In this instance, instruct the member to wait for the permanent card to arrive in the mail.
* Two vault cards have been issued on the case in the last 12 months.
* A vault card was issued on the case in the last 30 days. (You can distinguish a permanent card from a vault card in the Issued Cards section on the EBT summary Page by looking at the first eight digits of the card number. A permanent card number will display as: 5077-085x-xxxx-xxxx and a vault card will display as: 5077-089x-xxxx-xxxx