



## How to use the Mountain State Card at an ATM (Cash Benefits Only)

- STEP 1** Look at the ATM for surcharge information and decide if you want to pay that amount to use the ATM.
- STEP 2** Insert or swipe your card in the ATM.
- STEP 3** Enter your four-digit Personal Identification Number (PIN) on the keypad and press the OK or ENTER key.
- STEP 4** Select WITHDRAW CASH and then select CHECKING.
- STEP 5** Enter the amount you wish to withdraw in whole dollar amounts (for example, \$20, \$60).
- STEP 6** The ATM will dispense your cash, your Mountain State Card and your receipt.
- STEP 7** Make sure the information on your receipt is correct.
- STEP 8** Keep your receipt so you will know your balance the next time you need cash.

Extra tip: The EBT Helpline is available at **1-866-545-6502**, 24 hours a day, 7 days a week. This number is found on the back of your Mountain State Card. Please call this number if you have questions about or problems with your Mountain State Card.

# How to use the Mountain State Card to shop at a POS device (Food or Cash benefits)

If this is your first WV EBT card ever, please call the EBT Helpline to activate your Mountain State Card at 1-866-545-6502.

- STEP 1** Before you shop, always check your balance by checking your last receipt or by calling the EBT Helpline, **1-866-545-6502**. This balance will be the most you can spend with your card.
- STEP 2** Choose your groceries and go to the check-out lane.
- STEP 3** Swipe your card through the Point-of-Sale (POS) terminal **OR**  
Hand your Mountain State Card to the clerk.
- STEP 4** Tell the clerk that this is a Food Stamp or Cash benefit purchase (if you have Cash benefits).
- STEP 5** Enter your four-number secret code (PIN) on the keypad. The terminal will show \* \* \* \* .
- STEP 6** Press the ENTER key.
- STEP 7** The clerk enters the benefit amount and, if it is right, you press the YES key.
- STEP 8** You will get a copy of a printed receipt showing:
  - store name and address
  - date & time of purchase
  - amount of your purchase
  - your new balance
- STEP 9** Make sure the information on your receipt is correct.
- STEP 10** Keep your receipt so you will know your new balance the next time you shop.

Extra Tip: You can use your card wherever you see the QUEST logo. This logo is found on the back of your card.

The USDA is an equal opportunity provider and employer.