**Section 117.12 Client Training Brochure for the Electronic Benefits Transfer (EBT) System**

a) A Client Training Brochure will be provided to all cash and food stamp applicants.

b) Clients will be provided instructions including, but not limited to:

1) the appropriate use and security of the EBT card and Personal Identification Number (PIN);

2) client liabilities for benefit loss;

3) information on transaction limitations and charges;

4) client responsibility for reporting loss or theft of the EBT card and to whom and how such reports should be made;

5) information on the services available from the Client Help Desk;

6) proper care and protection of the EBT card;

7) replacement card policy; and

8) how to report problems with the EBT card or EBT system equipment.

(Source: Amended at 32 Ill. Reg. 9614, effective June 23, 2008)