WHAT IS A PIN (PERSONAL IDENTIFICATION NUMBER)?

A PIN is a four-digit secret number that, along with the card, allows access to your WIC benefits. Choose a PIN that is easy for you to remember, but hard for someone else to figure out (for example, your parent's birthday).

WHAT IF I ENTER THE WRONG PIN?

DO NOT try to guess your PIN. If the PIN is entered incorrectly four times, your account will be locked. This is done as a protection from someone guessing your PIN and getting your food benefits. You will have to wait until after 12:00 a.m. to try again.

WHAT SHOULD I DO IF MY CARD IS LOST, STOLEN, OR DAMAGED?

Call Customer Service at 1-877-559-0912. You may also visit your local WIC office to get a replacement card. If your card has been reported as lost, you will not be able to use the card, even if you find it later. There may be a delay in getting a new card.

WHAT SHOULD I DO IF I FORGET MY PIN OR SOMEONE FINDS OUT MY PIN?

If someone has your PIN who should not have it, immediately call Customer Service at 1-877-559-0912 or go online at www.ebtEDGE.com and change your PIN. You may also go to your WIC office.

WHAT HAPPENS IF ALL THE WIC FOODS ARE NOT PURCHASED?

Benefits not used will expire at 11:59 pm on the last date to use. Benefits will not roll over to the next month.

HOW WILL I GET BENEFITS WITH MY eWIC CARD?

Your benefit amount will not change because of eWIC, nor will the process for receiving benefits. You will get a shopping list from your local WIC office that lists your monthly food benefits.

Food benefits for each WIC participant will be in an eWIC account for your household. As food items are purchased with your eWIC card, these items will be deducted from the available balance in your household account.

The available amounts of items will be printed on your receipt.

WHEN WILL I HAVE MY BENEFITS?

Benefits will be in your account at 12:00 am on the beginning date and will expire at 11:59 p.m. on the last date to use or your benefits will be lost.

WHAT SHOULD I DO IF I FORGET MY PIN OR SOMEONE FINDS OUT MY PIN?

If someone has your PIN who should not have it, immediately call Customer Service at 1-877-559-0912 or go online at www.ebtEDGE.com and change your PIN. You may also go to your WIC office.

WHAT HAPPENS IF ALL THE WIC FOODS ARE NOT PURCHASED?

Benefits not used will expire at 11:59 pm on the last date to use. Benefits will not roll over to the next month.

HOW DO I TAKE CARE OF MY CARD?

- Keep the card in a safe place.
- Do not bend or misuse the eWIC card.
- Do not place the eWIC card near magnets, cellphones, TVs or microwaves.
- Do not throw the eWIC card away.
- The same card can be used again.
CHECK YOUR ACCOUNT BALANCE

Check your balance before shopping. You can check your last shopping receipt, view it online at www.ebtEDGE.com, or call Customer Service at 1-877-559-0912.

SHOP FOR YOUR WIC FOODS

- Buy what you need. You do not have to buy all your foods at one time.
- You can use self-checkout with your eWIC card, where available.

AT CHECKOUT

- Have your eWIC card ready.
- Tell the cashier you are using your eWIC card.
- When asked, slide your eWIC card or hand your eWIC card to cashier.
- Enter your PIN and press the Enter button on the keypad.
- The amount of approved food items and dollar value of the approved fruits and vegetables will be deducted from your WIC account.
- The cashier will give you a receipt that shows your remaining balance and the date your benefits expire.
- If you plan to purchase with your SNAP and eWIC cards, use your eWIC card first and then your SNAP card.

READING YOUR RECEIPT

Below are examples of what you may see listed at the bottom of your receipt. Not all participants receive all items listed.

**EXAMPLE OF YOUR RECEIPT**

A GROCERY
123 Main Street
Washington, DC 20002

DATE & TIME: 03/16/2022 03:34 PM
SEQUENCE NUMBER: 029
CARD: ************034
AUTH CODE: 031189

WIC PURCHASE

<table>
<thead>
<tr>
<th>QTY</th>
<th>UNITS</th>
<th>DESCRIPTION</th>
<th>PRICE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.00</td>
<td>DOZ</td>
<td>Eggs</td>
<td>$2.49</td>
</tr>
<tr>
<td>1.00</td>
<td>GAL</td>
<td>Skim/1%Cows Milk Gallon</td>
<td>$3.49</td>
</tr>
</tbody>
</table>

**TOTAL ITEMS SOLD = 2**

**PURCHASE SUBTOTAL = 5.98**

**DISCOUNTS APPLIED = 0.00**

**APPROVED PURCHASE TOTAL = 5.98**

**BENEFITS EXPIRED ON 03-25-2022**

**DATE BENEFITS EXPIRE**

**REMAINING BALANCE**

<table>
<thead>
<tr>
<th>QTY</th>
<th>UNITS</th>
<th>DESCRIPTION</th>
<th>PRICE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.00</td>
<td>LB</td>
<td>Cheese</td>
<td></td>
</tr>
<tr>
<td>0.00</td>
<td>DOZ</td>
<td>Eggs</td>
<td></td>
</tr>
<tr>
<td>7.50</td>
<td>OZ</td>
<td>Cereal (Hot or Cold)</td>
<td></td>
</tr>
<tr>
<td>3.00</td>
<td>CTR</td>
<td>PB, Beans, Peas, Lentils</td>
<td></td>
</tr>
<tr>
<td>8.00</td>
<td>OZ</td>
<td>Infant Cereal</td>
<td></td>
</tr>
<tr>
<td>24.00</td>
<td>OZ</td>
<td>Infant Fruits &amp; Vegs</td>
<td></td>
</tr>
<tr>
<td>16.00</td>
<td>OZ</td>
<td>Whole Grains</td>
<td></td>
</tr>
<tr>
<td>3.00</td>
<td>GAL</td>
<td>Skim/1%Cows Milk Gallon</td>
<td></td>
</tr>
<tr>
<td>2.00</td>
<td>BTL</td>
<td>Bottle Juice 64 Ounce</td>
<td></td>
</tr>
<tr>
<td>16.00</td>
<td>$$$</td>
<td>Fruits &amp; Vegetables</td>
<td></td>
</tr>
</tbody>
</table>

**PLEASE SAVE THIS RECEIPT**

This institution is an equal opportunity provider.