Common Questions about your Card

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. When choosing a PIN, choose four numbers that are easy for you to remember, but hard for someone else to figure out (for example, your parent’s or child’s birthday).

• DO NOT write your PIN on your card.
• DO NOT give your PIN to anyone that you do not want to use your card. If someone knows your PIN and uses your card to get your food benefits without your permission, those benefits will not be replaced.

What if I forget my PIN or want to change it?
You must visit your local WIC office to change your PIN.

What if I enter the wrong PIN?
DO NOT try to guess your PIN. After several incorrect attempts, your PIN will be locked. This is done as a protection from someone guessing your PIN and getting your food benefits. There are three ways to unlock your card:
- call your local program
- call the 800 number on the back of your card
- wait until midnight and your account will automatically unlock

What should I do if my card is lost or stolen?
Call your local WIC Program right away! They will stop anyone from using your food benefits and help you get a new card.

What if my card doesn’t work?
Call your local WIC program or the number on the back of your card.

When will I have my benefits?
Current food benefits loaded at the WIC office will be available immediately. Food benefits for upcoming months will be available at 12:00 midnight on the beginning date and will expire at 12:00 midnight on the ending date.

How do I get more benefits after all my benefits have been redeemed?
If you don’t already have an appointment scheduled, call your program to make one. You must return to your local WIC office to receive your next set of benefits.

What happens if I can’t do my own shopping and need someone else to shop for me?
You may have someone else shop for you if you wish. You can give them your WIC Card and PIN. Just make sure this is someone you can trust!

What happens if all the WIC foods are not purchased?
Will these benefits roll over to the next month?
No, benefits that are not used will expire on the ending date.

Where can I shop with my WIC Card?
Your Local WIC Office will provide you with a list of authorized stores that accept the card. You can purchase WIC foods and infant formula at WIC authorized grocery stores. At WIC authorized pharmacies, you can only purchase infant formula.

Remember to bring your WIC Card with you each time you go to your WIC appointments!
Reading Your Receipt

Your cash register receipt will list the WIC food items you bought and the remaining WIC food benefits and expiration date. Here is an example:

<table>
<thead>
<tr>
<th>QTY</th>
<th>UNITS</th>
<th>DESCRIPTION</th>
<th>PRICE</th>
</tr>
</thead>
<tbody>
<tr>
<td>18.00</td>
<td>oz</td>
<td>Cheerios 18 oz</td>
<td>4.99</td>
</tr>
<tr>
<td>2.50</td>
<td>$$</td>
<td>Fruits &amp; Vegs</td>
<td>2.50</td>
</tr>
</tbody>
</table>

TOTAL ITEMS SOLD = 2
$ 2.50 - Fruits & Veggies

PURCHASE SUBTOTAL          7.49
DISCOUNT APPLIED            0.00

APPROVED PURCHASE TOTAL     7.49

BALANCE DUE - 0.00

Simplify your shopping.
Download the ‘WIC Shopper’ App!

- Check your WIC balance
- Locate a WIC Authorized store
- Scan a product to determine if it’s WIC approved
- Access WIC recipes

Keep your receipt to know the balance and the dates to buy your WIC foods.