



SHOP, SWIPE, SAVE!

USING YOUR EWIC BENEFITS



How will I access my benefits?

You'll get an eWIC card that functions like a debit card. To use your food benefits, you will set a 4-digit Personal Identification Number (PIN).

- One eWIC card for your family's benefits.
- Keep it safe — you will use your eWIC card every time you shop for WIC foods.

How do I receive my benefits?

- Benefits will be added to your eWIC account during your WIC appointments.
- Your WIC clinic will give you a Benefits List that shows your available food balance.
- The Benefits List also shows you when your benefits start and when they expire.

SETTING YOUR PIN

- Set your PIN at the WIC clinic or by calling the customer service number on the back of your eWIC card.
- Never write your PIN on your eWIC card. Benefits used without your permission cannot be replaced.

HOW TO CHECK YOUR BENEFIT BALANCE

- Review your Benefits List.
- Use the WIC Shopper app (Free on iPhone and Android)
- Call the number on the back of your eWIC card.
- Check your last receipt.
- Ask a cashier or customer service for a balance receipt.
- Visit www.ebtedge.com

SHOPPING MADE EASY!

1. Find an ITCA WIC-approved store by using the WIC Shopper app, the store list from your WIC clinic or by looking for the "We Accept WIC" sign at the store entrance.
2. Select foods that are WIC approved and in your benefit balance. Use the WIC Shopper App or the Food List to see which foods you're allowed to get with WIC.
3. At the register, swipe your eWIC card first, then enter your PIN.
4. Check the mid-transaction receipt to see what foods WIC will pay for. Then, follow the steps on the PIN pad to finish your purchase.
5. Check your receipt for your remaining balance and expiration date .

WIC APPROVED FOOD NOT RINGING UP?

- If an item is not covered by your eWIC card, you can choose to remove it or pay for it with another type of payment. Use the mid-transaction receipt if you need help figuring out what wasn't covered by WIC.
- If an item is not covered by your eWIC card but you think should be, you can report the food item in the WIC Shopper app or call your WIC clinic as soon as possible to report the item.
 - Provide store name, store location, product name, barcode, and package size.
 - Upload a photo of the product label if possible.

ISSUES WITH A STORE OR STORE STAFF?

- If you have concerns or issues at the store, report the issue by scanning the QR code here
 - Keep your receipt to report details like date and time the issue occurred, store name, store address or location, and the name of the store staff (if available on receipt). A description of the store staff involved can be submitted in place of staff name.



LOST OR STOLEN EWIC CARD?

- Call the eWIC customer service number (1-844-892-2933) or your WIC clinic immediately to report your stolen or lost card and to request a replacement.
- Any unused benefits will transfer to the new card.

RESOURCES

- eCustomer Service: 1-844-892-2933
- Website: www.itcaonline.com/eWIC
- Download the WIC Shopper app for more helpful tools by scanning the QR code here



FREQUENTLY ASKED QUESTIONS

- **Do unused benefits roll over?** No, they are only active for 30 days.
- **Can someone else shop for me?** Yes, but only share your eWIC card and PIN with someone you trust.
- **Can I use coupons?** Yes, coupons and store loyalty cards work on WIC items.
- **Can I use self-checkout?** Yes, self-checkout is available at most chain stores, check the WIC Shopper app for availability.
- **What is a mid-transaction receipt?** This is a receipt that prints after you enter your PIN but before the you approve your purchase. This receipt shows your benefit balance before your purchase and what items are WIC approved.
- **What happens if I enter the wrong PIN?** You have four chances to enter the correct PIN. If you enter it wrong four times in a row, your eWIC card is locked for security purposes. Your eWIC card will unlock after midnight or you can call your clinic to unlock your eWIC card.
- **How do I reset my PIN?** Reset your PIN anytime by calling customer service on the back of your eWIC card.
- **What information is needed when I call the customer service number on the back of my eWIC card to set/reset my PIN?** You will need your eWIC card number, zip code, date of birth, and your new PIN when asked.



**The ITCA WIC Program helps families make healthy food choices.
Contact your clinic for assistance—we're here to help!**

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1. **mail:**
U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; or
2. **fax:**
(833) 256-1665 or (202) 690-7442; or
3. **email:**
Program.Intake@usda.gov

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