

1. Do I get a new eWIC card every month?

No. You will use the same card every month to purchase your WIC foods. The PIN and card stay the same, so be sure to keep both safe.

2. If I don't use all my benefits, will they roll over to the next month?

No. Benefits are good for a one month period. The expiration date is always listed with your eWIC balance.

3. How do I contact customer service?

The customer service number is listed on the back of your eWIC card. 1-844-892-2933.

4. When should I call customer service?

Call customer service in the following situations:

- If your card is lost or stolen, call as soon as you notice it's missing.
- If someone is using your eWIC card without your approval.
- If you want to hear your benefits balance (the foods left in your account for the current benefit period).
- If you forgot your PIN or would like to change your PIN.

5. When should I call my WIC clinic?

Call or stop by your WIC clinic in the following situations:

- You need to pick up a replacement card.
- You have questions about your benefits.
- You moved or changed your phone number.
- To report your card lost or stolen.
- You entered your PIN too many times at the store and need to unlock it.

6. Will benefits be automatically put into my account?

No. WIC is a nutrition program that provides food benefits. You will need to visit your WIC clinic regularly, usually every 1-3 months, to receive benefits.

7. What is a PIN? A PIN (Personal Identification Number) is a 4 digit numeric code that you will use to access your benefits, like with a debit or EBT card. You will choose your PIN at the WIC clinic when you get your card. You will enter your PIN each time you use your eWIC card.

Be careful! Don't write your PIN on your card or choose a PIN that would be easy for others to guess. Benefits that are purchased without your consent (stolen) cannot be replaced.

8. How do I reset my PIN? If you forget your PIN or just want to change it, you can call customer service or reset it at your next WIC appointment.

9. How do I check my eWIC benefits balance?

Before going to the store, it's a good idea to see what foods are in your account to purchase (your eWIC balance).

- Look at the benefits list you got at WIC
- Check the bottom of your last WIC receipt from the store.
- Ask a cashier or customer service to print a balance receipt.
- Go to the WIC client portal at www.ebtedge.com.
- Use the FREE WICShopper app on your smart phone.
- Call customer service.

10. Can I use coupons or my loyalty card when using my eWIC card?

Yes. You are encouraged to take advantage of coupons and loyalty cards on WIC items.

11. What if my card is lost or stolen?

Call customer service or your WIC clinic to cancel your card as soon as possible. You can get a new card at your WIC clinic. Any unused benefits for the current benefit period will be available on your new card, but any items purchased (even if not by you) cannot be replaced.

12. What if I want someone else to shop for me?

Only give your card and PIN to someone you trust. You are responsible for program abuse by anyone who uses your card.

13. Can I use my eWIC at any store?

Not every store can accept ITCA eWIC. To find a store near you - look at the list you got at your WIC clinic, the WIC client portal www.itcaonline.com/eWIC, or the WICShopper App. Check the window of stores for the 'ITCA WIC Accepted Here' decal.

14. Do I have to separate my WIC purchases from other items that I'm buying?

Yes. Please separate your WIC foods from the other items you will be purchasing and let the cashier know you will be using an eWIC card. This is not required at all stores, but it's still a good practice to follow until you know how the store works.

15. Can I use my eWIC benefit card in any check-out lane at the store?

You **cannot** use your eWIC card in the self-checkout lane. Some stores will only be able to accept eWIC in certain lanes. Ask or check for an eWIC sign at the lane.

16. What if the cashier doesn't know how to process an eWIC transaction?

If the cashier doesn't know how to process WIC transactions, ask to speak to a manager. If the manager is unable to help, please report this to ITCA WIC through the customer service number or your WIC clinic.

17. What if the eWIC machine at the store isn't working?

If the eWIC machine isn't working at the store, unfortunately your only option is to go to another ITCA WIC authorized store. You can contact customer service or your WIC clinic to report that the store was unable to accept your eWIC card.

18. What should I do if my card doesn't work at the store?

The card may not work because:

- **The card is not active.** You may be using a card that you reported as lost or stolen or there may be other concerns. Call your WIC clinic.
- **Invalid PIN.** The PIN you entered is incorrect. After 4 incorrect PIN tries, your account will be locked. The card will automatically unlock at midnight or you can call your WIC office. If you can't remember your PIN, call customer service to change it.
- **Benefits used.** You may have already used the benefits available for the current benefits period. Check your benefits balance before shopping to make sure you know what's in your account.

19. Why do some grocery stores ring up my WIC purchases twice?

There are two different types of eWIC systems—integrated and stand beside. In stores with stand beside card readers, you will need to separate your WIC items. They will be rung up twice – once through the store's cash register to see if the item is WIC approved and once to see if the foods are in your account. Integrated systems can do both things at once.

20. What should I do if an item I think is approved doesn't scan as WIC approved?

- Double check your food list first for brand, flavor, and size requirements.
- Then, check your eWIC benefits list or balance to make sure the food is in your food package for the current benefit period.
- If the issue is still not resolved, let ITCA know through the WIC Shopper App, on the ITCA website, or through your WIC clinic. If possible, take a picture of the UPC (bar code), stickers on produce, and/or the item itself. *The cashier can't ring up an item not in their eWIC system.*

For Customer Service call: 1-844-892-2933