

## SHOPPING WITH MY eWIC CARD

### You may not be able to buy some foods using WIC if:

- ✓ the food item is not part of your family's WIC benefits
- ✓ your benefits ran out
- ✓ the food item is not on the WIC-approved list

### Can I buy non-WIC items at the same time?

Yes. Use your eWIC card first. Then pay for other items another way. Use SNAP, a gift card, cash, or a debit card.

### What if I think a WIC food is missing from the WIC-approved list?

If you believe a food that is listed in the WIC Foods Guide was mistakenly left off the WIC approved list:

- ✓ talk to the store
- ✓ talk to your WIC local agency
- ✓ go to <https://nyswicvendors.com>

Ask if the food should be added to the WIC approved list.

### How can I find a WIC approved store?

- ✓ Use **WIC2Go**, the mobile app
- ✓ Ask your WIC local agency
- ✓ Visit [www.health.ny.gov/wic](http://www.health.ny.gov/wic)
- ✓ Visit [www.nyswicvendors.com](http://www.nyswicvendors.com)

### What if I need someone else to do my WIC shopping for me?

ONLY give your eWIC card and PIN to people you trust.

## TAKING CARE OF MY eWIC CARD

### What if my eWIC card is lost, stolen or damaged?

Cancel your card by calling WIC Customer Service at **1-844-540-3013**. Make an appointment at your local agency to get a new card.

### How do I take care of my eWIC card?

#### DO:

- ✓ Save your card. You will use it each month.
- ✓ Keep your card safe and clean
- ✓ Keep the black strip on the back free from scratches

#### DO NOT:

- ✓ Throw away your card if you used all the benefits. You will use the same card each month
- ✓ Store the card near magnets or electrical equipment like mobile phones
- ✓ Leave the card in the sun or other hot places like the dashboard of your car

### When should I call Customer Service?

- ✓ If your eWIC card is lost or stolen
- ✓ If your eWIC card does not work
- ✓ If someone is using your eWIC card without your OK
- ✓ If you need to know your WIC benefit balance or expiration date
- ✓ If you forget your PIN
- ✓ If you want to reset your PIN
- ✓ If you need help with your eWIC card

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# NEW YORK STATE eWIC CARD GUIDE



## MY eWIC CARD AND PIN

### What is an eWIC card?

You can use this card to buy WIC-approved foods at WIC stores. Your WIC local agency will add your family's benefits to your card.

### What is a PIN?

PIN stands for Personal Identification Number. It is a 4-digit secret code that allows you to use your WIC card. You will select your PIN when you activate your WIC card.

### How do I get my PIN?

To activate your new eWIC card and set a PIN, call Customer Service at **1-844-540-3013**. You will need to know:

- ✓ the 16-digit eWIC card number
- ✓ your mailing address ZIP code
- ✓ your date of birth

### How do I choose my PIN?

Choose a 4-digit PIN that is easy for you to remember, but hard for someone to guess.

### How do I keep my PIN safe?

- ✓ Be sure no one is watching
- ✓ Do not write your PIN on your eWIC card
- ✓ Do not keep the PIN in your wallet or purse

### What if I forget my PIN or need to reset it?

Call Customer Service at **1-844-540-3013** or visit **www.WICconnect.com**. You will need to know your date of birth and mailing address ZIP code.

### What if I enter the wrong PIN at the store?

You have 3 more chances to get it right. If you get it wrong on the 4th try, your account will be locked. You will not be able to use your card until the next day. Or, you can call Customer Service. They will reset your PIN.

## MY eWIC CARD BENEFITS

### How do I get WIC benefits on my WIC account?

At your WIC appointment, WIC staff will add your benefits to your WIC account. You will get a list of your family's WIC benefits for the next three months. The list will have start and end dates for your benefits.

### Do I have to buy all my WIC benefits at once?

No. You can buy your WIC foods as you need them.

### Is my eWIC card reusable?

Yes. Keep your eWIC card and take it to all your appointments.

### How will I know my WIC benefit balance and expiration date?

There are 5 ways you can get this information:

- ✓ **WIC2Go**, the mobile app
- ✓ your last store receipt
- ✓ visit your store's customer service desk
- ✓ call Customer Service at **1-844-540-3013**
- ✓ visit **www.WICconnect.com**

### What if I have a question on my benefits? What if I need to change my benefits or my baby's formula?

Ask WIC local agency staff about changing your benefits or baby's formula.

#### What is WIC2Go?

**WIC2Go** is a mobile app for New York State WIC Participants. **WIC2Go** can help you:

- ✓ List your appointments
- ✓ Check your current month's balance and expiration date
- ✓ Scan items to see if they are WIC-approved

**WIC2Go** can be downloaded from the Apple App Store or Google Play.

## SHOPPING WITH MY eWIC CARD

How to use your eWIC card when you shop:

The steps may vary from store to store.

1. Choose WIC foods using your WIC shopping list, benefit balance, Foods Guide, and WIC2Go.
2. Pick a checkout lane that accepts WIC.
3. Tell the cashier that you are using an eWIC card.
4. Place your WIC items first, ahead of other foods.
5. Swipe your eWIC card and enter your 4-digit PIN.
6. Use another form of payment for non-WIC items.
7. Keep the store receipt and eWIC card for your next shopping visit.

