

## WIC EBT Questions & Answers

### What happens if the Point of Sale (POS) machine at the store is not working?

- Another POS machine should be tried, or you can go to another store that accepts our EBT card

### What if my card won't work?

- If you have a problem with your card, call customer service at 1(844) 842-8354.
- Make sure your PIN is correct.
- If you have a problem with your card and choose to pay with your own money, WIC will not be able to reimburse you.
- Make sure you have food items still available in your balance.

### What happens if all the WIC foods are not purchased? Will my benefits roll over to the next month?

- No, benefits that are not used will expire on the ending date.

### What is a PIN (Personal Identification Number)?

- A PIN is a four-digit number that is used with your card to access your food 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 child's or parent's birthday).
- DO NOT use the same number, like 1111, or a number sequence like 1234, for your PIN.
- If someone knows your PIN and uses your card to get your food benefits without your permission, those benefits cannot be replaced.
- DO NOT write your PIN on your card.



### What if I want someone to do my shopping for me?

- Talk to your WIC Clinic staff to set up a proxy.
- A proxy should be a trusted family member or friend.
- If you choose to do this, you will have to give them your PIN.

### What should I do if someone finds out my PIN?

- If someone has your PIN who should not have it, immediately call customer service and change your PIN. Customer service line is 1(844) 842-8354.

### How do I change my PIN?

- To change your PIN, you will be asked to provide your zip code and the PRIMARY CARD HOLDER'S date of birth.

### What if I enter the wrong PIN?

- If you enter the wrong PIN, you will be locked out after the 3rd try and you won't be able to use your card until 12:01 a.m. the next day. Call customer service to change your PIN at 1(844) 842-8354.

### What if I forget my PIN?

- Call customer service at 1(844) 842-8354.

### What should I do if my card is lost or stolen?

- Call customer service 1(844) 842-8354 immediately to have your account frozen. Then contact your local WIC Clinic about getting a replacement card. If the lost card is later found, it can no longer be used.

## WIC EBT



*With WIC EBT, your family's WIC-eligible foods will be deposited to your WIC EBT account. You can then use your WIC EBT Card to purchase your WIC foods at participating stores. EBT makes getting your WIC food items easier and safer.*

**WIC EBT Customer Service**  
24 Hours a Day  
7 Days a Week  
**1(844) 842-8354**

When calling customer service, be sure to enter your correct card number. To talk to a live customer service agent, or to change your pin, you will be asked to provide your zip code and the PRIMARY CARD HOLDER'S date of



## Using Your WIC EBT Card

### How do I get my WIC food prescription on the WIC EBT card?

- You get your WIC food prescription during your WIC visit.
- Benefits go into an account for your household. Each month, benefits for each WIC participant will be in your household account at 12 a.m. on the first day of the benefit period. As WIC foods are purchased, these items will be deducted from the available balance in the household account. Benefits will expire at 12 a.m. on the last day of the benefit period.
- Benefits DO NOT automatically renew until you come to the clinic for your appointment unless you were issued two or three months of benefits at your last appointment. Then, the second and third months will automatically renew.
- At the WIC clinic, you will receive a list of your family's WIC foods for the current month and any future months.

## Shopping for your WIC Foods

### Check Your Balance

- Install our WIC shopper mobile app. Use My OK WIC in your app store. Know your balance 24/7 from your mobile device.
- Use a shopping list you get from your WIC clinic.
- Call customer service at 1(844) 842-8354 to hear your current balance.
- Go to [www.myebtbalance.com](http://www.myebtbalance.com) to see your current balance.

## Buy What You Need

- You do not have to buy all your foods at one time.
- Use the WIC allowable food card to help you know what foods and sizes you can purchase.
- Be sure to purchase before midnight on the ending date.
- Unpurchased WIC foods do not roll over into the next benefit period.

### At Check-Out

- Self check out registers are available to use for a WIC transaction at some vendors.
- As WIC foods are purchased, these items will be deducted from the available balance in the household account.
- The cashier will enter the amounts of any coupons you may have, total all WIC food items and let you know when to swipe your card and enter your PIN number.
- Enter your four-digit PIN, and press the enter button on the keypad.
- The cashier will give you a receipt that shows your remaining benefit balance and the date benefits expire.
- Make sure you have your WIC EBT card and receipt when you leave the store.



## Taking Care of your WIC EBT Card

- **Do not** throw your card away, even after all your benefits are gone.
- Your card is reusable.
- **Do not** write your PIN on your card.
- **Do not** keep your PIN in your purse or wallet.
- **Do not** give your PIN to anyone who you do not want to use your card.
- **Do not** bend your card.
- **Do** keep your card safe and clean.
- **Do not** place your card in direct sunlight, such as on a car's dashboard.
- **Do not** place your card back to back with another magnetic stripe card.
- **Do** keep your card away from items such as magnets, cell phones, TVs and microwaves.
- **Do not** sign or print your name on the back of your card.

This institution is an equal opportunity provider.

## Selling or Trading WIC Foods is Illegal!

If you advertise, sell or trade any WIC benefits/foods in any way, including posts on any social media outlet, you could be:

- **DISQUALIFIED** from the WIC Program
- **Required to REPAY IN CASH** the value of the benefits or breast pump
- **PROSECUTED** under state and federal laws