Tip Sheet

FOR FARMERS MARKET VENDORS

Use this quick guide to help customers if they have problems with their WIC or Senior Farmers Market card.

Problems with your WIC or Senior Farmers Market Card:

1. Call **(844) 359-3104.** It's automated, so you won't speak to a person.
2. Press **"1"** for English or **"9"** for Spanish
3. Enter the 16-digit (WIC or Senior) card number
4. Press **"*"** to start over
5. To change PIN, press **# 1**
6. To check balance, press **# 2**
7. For transaction history, press **# 3**
8. For benefit availability, press **# 4**
9. Missing, lost, stolen, or damaged card, press **# 5**
10. Other issues, press **#6**
11. To hear it again, press **#7**

For other WIC & Senior farmers market questions, call the Customer Support line :

1. Call **(800) 841-1410**

Mon - Fri 8:00 am - 5:00 pm
Sat - Sun 10:00 am - 2:00 pm

2. **P**articipants can call if they have problems with their PIN or need a QR Code
3. Press **"8"** for Spanish
4. Press **"0"** for Farmers Market Assistance or to speak to a Customer Service Representative
5. Press **"7"** to hear this menu again

Seniors do not need to activate their farmers market card. It's already pre-activated. Their predetermined 4-digit PIN is their birth date (MMYY). For example, if their birthday is June 1965, their PIN is 0665.

Vendor Contact:
FMNPTeam@doh.wa.gov

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To request this document in another format, call 1-800-841-1410. Deaf or hard of hearing customers, please call 711 (Washington Relay) or email wic@dohwa.gov

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