



## Mailed WIC Card Letter

Date:

To:

Dear

Because of special circumstances, we're mailing your WIC Card to you.

Please remember these steps to use your WIC Card:

1. Make sure you know your 4-digit PIN.
  - If you don't remember your PIN, call 1-844-359-3104 to reset it anytime, day or night.
  - Enter the card holder's date of birth and zip code.
2. Check to see what WIC foods are available on your card.
  - Use the WICShopper App.
  - Look at the Shopping List if one is enclosed with the card.
  - Look at your last WIC grocery store receipt.
  - Ask at the store customer services.
  - Call the WIC clinic.
3. Buy WIC foods on or between the first and last date to spend.
  - Any foods you don't buy, won't roll over to the next benefit month.
4. Shop only at WIC authorized stores. Look for "WIC Accepted Here" signs.
5. Buy only the amounts and types of foods you have available.
6. Let the cashier know you're using a WIC Card.
7. Swipe your card and enter your 4-digit PIN when asked.
8. Keep your receipt.

Please call clinic staff at the number below for any of the following reasons:

- Questions about your WIC Card or the foods available.
- Problems using the WIC Card at the store.
- You need to make or change your next WIC appointment.

Your WIC Clinic:



## Mailed WIC Card Letter

### **WIC Nutrition Program doesn't discriminate.**

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotope, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#), (AD-3027) found online at: [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

Mail: U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410;

Fax: (202) 690-7442; or

Email: [program.intake@usda.gov](mailto:program.intake@usda.gov)

### **This institution is an equal opportunity provider.**

Washington State WIC Nutrition Program doesn't discriminate.

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 [civil.rights@doh.wa.gov](mailto:civil.rights@doh.wa.gov).



DOH 960-367  
March 2020