



STAFF TOOL

WIC Card Education for Participants



GET STARTED WITH YOUR WIC CARD

Before you shop with your WIC Card set a 4-digit Personal Identification Number (PIN).

CALL THE WIC CARD LINE

- Call the WIC Card Line any time, day or night. The WIC Card Line is on the sticker on your WIC Card.
- Follow the directions on the message. They'll ask you to enter the ZIP code of your street address and the date of birth of the Cardholder.

SET YOUR PIN

- Pick a 4-digit Personal Identification Number for your card.
- Pick a number that's easy for you to remember and hard for others to guess.

KEEP YOUR PIN SAFE

- Don't tell anyone your PIN.
- Don't share your PIN with anyone you haven't named to use your WIC Card.
- Don't write your PIN on your card or on anything you keep with your card.

KEEPING YOUR WIC CARD SAFE

Anyone with your card who knows your PIN can use your benefits. Foods bought without your permission can't be replaced.

CARD CARE

- Keep your card in a safe place, like your purse or a wallet.
- Keep your card. Don't throw it away. Your WIC benefits will be reloaded onto your card each month.
- If you move or change your address, keep your WIC Card and contact the WIC clinic.

PIN OR CARD REPLACEMENT

- If you forget your PIN, call the WIC Card Line to change it.
- As soon as you know your card is lost or stolen, report it to the WIC Card Line 7 days a week between 7 am and 7 pm. These are the hours a customer service person is available to help you.
- If your card is lost, stolen, or damaged, call WIC to replace it. We'll schedule a time for you to come in and get your replacement card.

USING YOUR WIC CARD & SHOPPING AT THE STORE

BEFORE YOU SHOP

- Make sure you've set your PIN and remove the sticker on the card before you shop the first time.
- Check to see the foods available on your card before you shop. To know when your benefits are available or how much you have on your card, check your last receipt, ask for a balance receipt at a store register, or call the WIC Card Line.



What if I forget my PIN or enter it wrong?

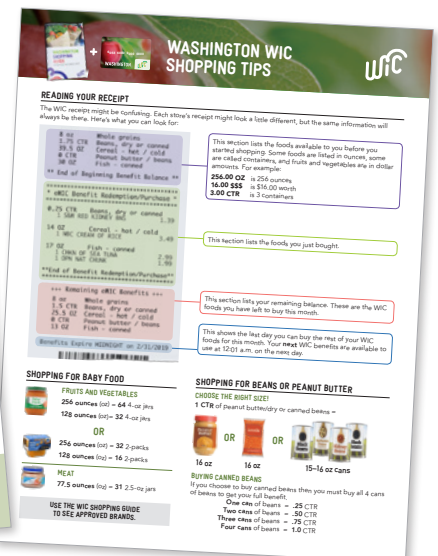
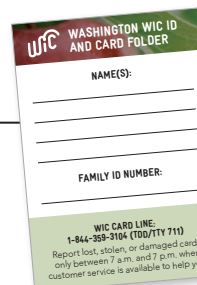
You need to know your PIN to use your card.

- If you enter your PIN wrong four times, your card will be locked until midnight.
- Change your PIN or unlock your card by calling WIC Card Line.
- If you don't change your PIN, it will automatically be unlocked at midnight.



What if I forget my WIC Card when I go to the store?

You won't be able to do your WIC shopping without your card. Bring your WIC Card to the store with you.



Review information on the WIC ID and Card Folder and Washington WIC Shopping Tips with all Cardholders.

SHOP FOR WIC FOODS

- Buy only the foods you want each visit.
- Shop for foods only at WIC authorized stores. You can use the WICShopper app to find a store or look for the “WIC Accepted Here” signs.
- Choose only foods that are WIC approved and only in the amounts shown on the Shopping List or on your grocery store receipt or from swiping your card at the grocery store or calling the WIC Card Line.

WHEN YOU GET TO THE CHECK STAND

- Let the cashier know you’re using a WIC Card.
- Enter your 4-digit PIN when asked.
- The cashier will give you a first receipt showing your purchase. Your final receipt shows the WIC foods you purchased and the date benefits end.
- Keep your receipt; it shows your remaining benefits. You can take a picture of your receipt as a way to save it also.
- Always check the WIC Shopping Guide to see brands and package sizes. Check the WIC Shopping Guide for details about your foods.

What questions do you have about shopping with your WIC Card?

Additional Tips to Share

- The card instructions are on your WIC ID and Card Folder.
- Use the WIC Shopping Tips handout to help you read your receipt and shop for WIC foods.
- Get more help with the WICShopper app, like calculating cereal and produce amounts.

Report foods you can't buy and think are approved on the WICShopper app or send information to the State WIC office on the WIC web site: doh.wa.gov/WIC/WICFoods.

