

### **What is a PIN?**

PIN stands for Personal Identification Number, a four-digit secret code that allows only you to use your WIC EBT Card. You will select your PIN when you get your first card. Never tell your PIN to anyone! If someone knows your PIN, they can use your card to get your benefits—and those benefits will not be replaced. Do not write your PIN on your card and do not keep it written down in your wallet or purse.

### **What if I forget my PIN?**

If you forget your PIN, call Customer Service at 888-678-8914 or visit [www.ebtEDGE.com](http://www.ebtEDGE.com) to choose a new PIN. You should choose four numbers that are easy for you to remember, but hard for someone else to guess.

### **What if I enter the wrong PIN?**

If you enter the wrong PIN, you have three more chances to enter the correct number. If the correct PIN is not entered on the fourth try, your card will lock. You may reset your PIN immediately or the card will unlock automatically at 12:01 a.m. Eastern Standard Time the next day.

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

Immediately call Customer Service or go to [www.ebtEDGE.com](http://www.ebtEDGE.com) to change your PIN.

### **What if my WIC EBT Card is lost or stolen?**

If you lose your WIC EBT Card, or it is stolen, call Customer Service to report it. You can have Customer Service send you a card, but you will have to wait to receive it in the mail. Or you can contact your WIC clinic to request a replacement card sooner.

### **What happens if the store's WIC EBT equipment is not working?**

If the store's WIC EBT equipment is not working, please contact your WIC clinic or the State of Michigan WIC Division at 800-942-1636.

### **What if one of my WIC food items will not scan?**

If you are not able to purchase an item you feel should be allowed on WIC, please ask the cashier if there is an error code shown on the register. Then, contact your local clinic for assistance. The error code information or a photo of the product can be helpful in determining why an item did not scan when you talk to WIC staff.

Common reasons an item may not scan include:

- Not an authorized WIC food.
- Not a WIC item on your Shopping List.
- Benefit already redeemed this month.

### **What if my card does not work?**

If your card does not work or if you receive an error message you do not understand, call Customer Service. Common reasons a card may not work include:

- Card Not Active - Contact your WIC clinic.
- Invalid PIN - Refer to the "What if I enter the wrong PIN?" section of this brochure.
- Card is Damaged - If you have the card with you, you may still redeem benefits by having the cashier manually enter the card number.

### **What if I plan to move or change my address?**

You must change your address using the WIC Connect app, Michigan WIC Client Connect website or by contacting your WIC clinic.



The Michigan Department of Health and Human Services will not exclude from participation in, deny benefits of, or discriminate against any individual or group because of race, sex, religion, age, national origin, color, height, weight, marital status, gender identification or expression, sexual orientation, partisan considerations, or a disability or genetic information that is unrelated to the person's eligibility.

This institution is an equal opportunity provider.

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# Welcome to Michigan WIC Electronic Benefits Transfer (EBT)



## Your Michigan WIC EBT Card

Use your WIC EBT Card to purchase your WIC foods at any authorized stores in Michigan that display a “WIC Accepted Here” sign, such as the one shown below. To find an authorized vendor near you, use the WIC Connect app. Your family’s WIC food benefits will be automatically loaded on your card each month until your next WIC appointment.



The WIC EBT Card has two boxes on the back to sign and print your name when you receive your card.

### *What is the WIC EBT Card Customer Service number?*

**888-678-8914 (TTY 711)**

This number is free of charge and available 24 hours a day, 7 days a week. Add this number as a contact in your phone so you have it if needed.

### *When do I call Customer Service?*

- Your card is lost or stolen.
- Your card is damaged or will not work.
- Someone is using your card without your approval.
- For food balance inquiries. You can also visit [www.ebtEDGE.com](http://www.ebtEDGE.com) or use the WIC Connect app.
- You forgot your PIN or need to change your PIN.
- You have questions or need help with your card.

### *How do I get my WIC food benefits?*

Your benefits will be automatically loaded each month. Pay close attention to the Start and End Dates on the Shopping List provided by your WIC clinic and be sure to purchase all your WIC foods each month, so your family receives the nutrition they need.

**Note: WIC foods cannot be purchased before the Start Date or after midnight Eastern Standard Time on the End Date, and do not roll over to the next month.**

### *How do I use my WIC EBT Card at the grocery store?*

1. Use your WIC Shopping List and Food Guide when shopping with your WIC EBT Card. See the section “How will I know my food benefit balance?” in this brochure for ways to obtain your current food balance.
2. Select the WIC food items you want to buy. **Pay close attention to the approved brands, products and sizes.**
3. In some stores you may have to look for a designated WIC EBT checkout lane.
4. It can be helpful to separate your WIC approved food items from your other groceries at checkout.
5. Tell the cashier you are using your WIC EBT Card.
6. You or the cashier will swipe your card.
7. Enter your 4-digit PIN.
8. Give the cashier any manufacturer or store cents-off coupons.
9. The cashier scans each item to make sure it is available for purchase with your benefits.
10. If your fruit and vegetable purchase total is more than your cash value benefit amount, you can pay the difference in another form of payment such as cash, credit, debit or SNAP.
11. The cashier gives you a WIC EBT receipt. Make sure you have your card and receipt when you leave the store.

**Remember, WIC food items including formula cannot be returned or exchanged for cash or other products. If an item is damaged or expired, it may be exchanged for an identical item.**

### *How will I know my food benefit balance?*

- Use the WIC Connect app,
- Check your last store receipt,
- Run a balance inquiry at the store checkout,
- Visit [www.ebtEDGE.com](http://www.ebtEDGE.com), or
- Call Customer Service at 888-678-8914.

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

You can have a proxy shop for you. Talk to your WIC clinic staff for more information.

### *What happens if I need to change my WIC food benefits?*

Talk to your WIC clinic staff about changing your food benefits.

### *How do I take care of my WIC EBT Card?*

- Sign and print your name in ink on the back of the card.
- **DO NOT** bend or fold your card.
- **DO NOT** scratch or write on the black stripe on the back of your card.
- **DO NOT** wash your card or get your card wet.
- **DO NOT** leave your card near magnets, TVs, VCRs, stereos or microwaves.
- **DO NOT** leave your card in the sun or other hot places like the dashboard of your car.
- **DO NOT** place your card back-to-back with another card with a magnetic stripe.
- **DO NOT** sell, trade or give away your PIN or WIC EBT Card.