

## Common Questions about your Card

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

A PIN is a four-digit secret number that, along with the card, allows access to your WIC 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 parent's or child's birthday).

- DO NOT write your PIN on your card.
- DO NOT give your PIN to anyone that you do not want to use your card. If someone knows your PIN and uses your card to get your food benefits without your permission, those benefits will not be replaced.

### What if I forget my PIN or want to change it?

Call your Local WIC Program or the toll free number on the back of the WIC Card to ask about changing your PIN.

### What if I enter the wrong PIN?

DO NOT try to guess your PIN. After three incorrect attempts, your PIN will be locked. This is done as a protection from someone guessing your PIN and getting your food benefits. There are three ways to unlock your card:

- call your local program
- call the 800 number on the back of your card
- wait until midnight and your account will automatically unlock

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

Call your local WIC Program right away! They will stop anyone from using your food benefits and help you get a new card.

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

Call your local WIC Program or the number on the back of your card.

### When will I have my benefits?

Current food benefits loaded at the WIC office will be available immediately. Food benefits for upcoming months will be available at 12:00 midnight on the

beginning date and will expire at 12:00 midnight on the ending date.

### How do I get more benefits after all my benefits have been redeemed?

If you don't already have an appointment scheduled, call your local program to make one. You must return to your local WIC office to receive your next set of benefits.

### What happens if I can't do my own shopping and need someone else to shop for me?

You may have someone else shop for you if you wish. You can give them your WIC Card and PIN. Just make sure this is someone you can trust!

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

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

### Where can I shop with my WIC Card?

You can purchase WIC foods and infant formula at WIC authorized grocery stores. A complete listing of retailers is available on our website at [mass.gov/wic](http://mass.gov/wic) or on the WIC Shopper app. Please be aware at WIC authorized pharmacies, you can only purchase infant formula.

*Remember to bring  
your WIC Card with you each  
time you go to your WIC  
appointments!*

**1-800-WIC-1007**



This institution is an equal opportunity provider.

Form #363



# The WIC Card

## The WIC Card is a fast, easy, and convenient way to shop!

WIC purchases are as fast and easy as making a purchase with a debit or credit card. All of the foods for your whole family will be together on one card.

## Checking Your Account Balance

You can check your account balance 3 ways:

- Download the 'WIC Shopper' app to your smart phone
- Check your last store receipt
- At the store: you can ask the cashier or customer service for a balance inquiry before any items are scanned.

## Shopping with your WIC Card

- Buy what you need. You do not have to buy all your foods at one time!
- Have your card ready at check out.
- Before scanning any of your foods, tell the cashier you are using a WIC Card.
- When the cashier tells you, slide your WIC Card in the Point of Sale (POS) machine or hand your WIC Card to the cashier.
- Enter your PIN and press the ENTER button on the keypad.
- The cashier will scan your foods.
- The amount of approved food items and dollar amount of fruits and vegetables you purchase will be deducted from your WIC account.
- The cashier will give you a receipt which shows your remaining benefit balance and the date benefits expire. Save this receipt for future reference.
- It's important to swipe your WIC card before any other forms of payment. Any remaining balance can be paid with either cash, EBT, SNAP, or other form of payment accepted by the store.

## Reading Your Receipt

Your cash register receipt will list the WIC food items you bought and the remaining WIC food benefits and expiration date. Here is an example:

STORE NAME ADDRESS			
STORE ID:	WICW006		
TERM ID:	WIC006001		
CLERK ID:	999		
DATE & TIME:	7/1/2020 10:10AM		
SEQ NUMBER:	034		
CARD:	*****0007		
AUTH CODE:	123499		
WIC PURCHASE			
QTY	UNITS	DESCRIPTION	PRICE
18.00	oz	Cheerios 18 oz.	4.99
2.50	\$\$\$	Fruits & Veg	2.50
PURCHASE SUBTOTAL			7.49
DISCOUNT APPLIED			0.00
APPROVED PURCHASE TOTAL			7.49
BALANCE DUE - 0.00			
BENEFITS EXPIRE ON 7/28/20			
QTY	UNITS	DESCRIPTION	
1.00	pkg	16oz Pkg Cheese	
1.00	doz	Dozen Large Eggs	
18.00	oz	Ounces Cereal	
2.00	pkg	18oz PnutBtr/DryBeans	
1.00	pkg	16oz Bread/WholGrain	
3.00	gal	Gallon 1%/Fat Free Milk	
2.00	btl	64oz Bottle100% Juice	
5.50	\$\$\$	Fruits & Veg	
****CARD HOLDER COPY****			
****PLEASE SAVE THIS RECEIPT****			

**Keep your receipt to know the balance and the dates to buy your WIC foods.**

## Take Care of Your WIC Card

- Keep your PIN confidential.
- Don't write your PIN on your card.
- Keep your WIC Card in your wallet or purse.
- Do NOT give your PIN to anyone that you don't trust.
- Do NOT bend your card.
- Keep your card out of direct sunlight and avoid places such as a car's dashboard.
- Keep your card safe and clean.
- Keep your card away from items such as magnets, cell phones, TVs, and microwaves.

Since your family's WIC food benefits will be deposited onto your card, keep your card and bring it with you each time you come to your WIC appointments.



## Simplify your shopping.

Download the 'WIC Shopper' App!

- Scan a product to determine if it's WIC approved
- Check your WIC balance
- Locate a WIC Authorized store
- Access WIC recipes

