



## eWIC card care

- Keep your card in a safe place, like your wallet or purse.
- Keep your card clean, out of direct sunlight, and away from magnets and electronics.



## PIN safety

- 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.



## PIN/Card replacement

- If you forget your PIN, or want to change it, call eWIC Customer Service at **1-855-279-0683** or go to **www.WICConnect.com**.
- If your card is lost, stolen or damaged, call eWIC Customer Service at **1-855-279-0683** right away or call your local WIC clinic.
- Visit your local WIC clinic to obtain another eWIC card.



## What happens if I forget my PIN or enter it wrong?

If you enter the wrong PIN three (3) times in a row, your card will be locked. There are three (3) ways to unlock your card:

1. Go to **www.WICConnect.com**.
2. Call eWIC Customer Service at **1-855-279-0683**
3. Wait until 12:01 am Central Time the next day and your account will automatically unlock.

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	
DATE & TIME	10/1/18	
SEQ NUMBER	034	
CARD	*****0001	
AUTH CODE	123499	

**Your local grocery store.**

WIC PURCHASE			
QTY	UNITS	DESCRIPTION	PRICE
18.00	oz.	Cereal 18 oz.	4.99
8.00	\$\$\$	Fruits & veg	2.50
TOTAL ITEMS SOLD = 2			
\$8.00 - Fruits & Veggies			
PURCHASE SUBTOTAL			7.49
DISCOUNT APPLIED			0.00
APPROVED PURCHASE TOTAL			7.49
BALANCE DUE - 0.00			

**WIC Benefits that you bought from your local grocery store.**

BENEFITS EXPIRE ON 10-28-18			
QTY	UNITS	DESCRIPTION	
16.00	oz	Cheese	
1.00	doz	Large Grade A Eggs	
18.00	oz	Cereal	
2.00	jar	Peanut Butter	
16.00	oz	Bread/Whole Grains	
3.00	gal	1%/Fat Free Milk	
2.00	blt	64 oz Juice	
5.50	\$\$\$	Cash Value Benefit	
****CARD HOLDER COPY****			
****PLEASE SAVE THIS RECEIPT****			

**WIC Benefits that you still have available and the date they will expire.**

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

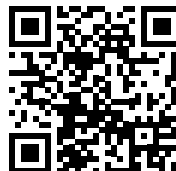
**eWIC Customer Service**

**1-855-279-0683**

**www.WICConnect.com**

**Alabama Department of Public Health,  
WIC Program**

**1-888-WIC-HOPE (1-888-942-4673)**



This institution is an equal opportunity provider.

05970ALW-BR-018

# Welcome to Alabama eWIC



With eWIC, your family's WIC benefits will be put on an Alabama eWIC card at your local WIC clinic. You will use your eWIC card to buy WIC foods at Alabama WIC authorized stores.

**eWIC will make shopping easier!**



## Getting Started

Before you can begin using your eWIC card, you must select a 4-digit Personal Identification Number (PIN).



### Select a PIN

- Call eWIC Customer Service at **1-855-279-0683** to set your PIN.
- To set your PIN, you will need the 16 digit eWIC card number along with the name, date of birth and zip code of the primary cardholder.
- Choose a 4-digit number that is easy for you to remember but hard for others to guess.
- DO NOT write your PIN on your eWIC card or in your eWIC cardholder.

**You must have  
your Alabama eWIC  
card with you at the  
store to use your  
WIC benefits.**

### Important!

**Do not throw away your eWIC card when all the benefits are used. The same card and PIN are used every month.**

## Using your Card

You can use your card wherever Alabama eWIC is accepted.



### Shop for WIC foods

- Know your WIC food benefit balance when you go to the store.
- Use your Alabama WIC Approved Foods brochure or the Alabama WIC app to check which foods are allowed.



### Complete your purchase

- You are encouraged to separate your WIC food from non-WIC foods.
- Enter your 4-digit PIN when asked.
- Keep your receipt—it shows your benefit balance.
- It is important to swipe your Alabama eWIC card before any other forms of payment. Any remaining balance can be paid with SNAP, cash or other form of payment accepted by the store.



### Follow the WIC Program rules

- You could be disqualified from the WIC Program if you misuse your card or benefits.
- Do not sell your eWIC card, WIC foods, or WIC infant formula.
- Buying, selling or otherwise misusing the WIC benefits is a crime.
- Do not return WIC foods or infant formula to the store for cash, credit or unauthorized foods.

## Understanding your Benefits

It is important to know when you receive your benefits.



### Benefit availability

- Your benefits become available on the Benefit Start Date at 12:01 am and end at 11:59 pm on the Benefit End Date.
- Benefits that have not been spent DO NOT carry over to the next benefit period.



### Check your benefit balance

To check your balance do one of the following:

- Check your last receipt.
- Log on to **[www.WICConnect.com](http://www.WICConnect.com)**.
- Call eWIC Customer Service at **1-855-279-0683**.
- Visit an Alabama authorized WIC vendor and request a balance inquiry.



### Where to get help

- For questions about your eWIC card, log on to **[www.WICConnect.com](http://www.WICConnect.com)** or call eWIC Customer Service at **1-855-279-0683**.
- For questions about your WIC food benefits, or if you move or change your address, call your local WIC clinic.
- For general information about the Alabama WIC program, contact your local WIC clinic, visit our website at [www.alabamapublichealth.gov/WIC](http://www.alabamapublichealth.gov/WIC) or download the Alabama WIC app.