

USING YOUR eWIC CARD



Your eWIC Card

The eWIC card is a safe and convenient way to use your WIC benefits.

You will use your eWIC card to purchase WIC-approved foods at authorized WIC grocery stores.

The Food Benefits for every WIC participant will be put into a family account on one eWIC card. Each month, your family's food benefits will be automatically deposited into your WIC account.

Every time you purchase a WIC-approved food, that item will be deducted from your benefit account. Buy what you need. You do not have to buy all your foods at one time.

Save your eWIC card! Your next benefits will be purchased with the same card monthly.



Take care of your eWIC card

Always

- Keep your card safe and clean.
- Keep your card away from items such as magnets, cell phones, TVs, and microwaves.

Do Not

- Write your PIN on your card.
- Keep your PIN in your purse or wallet.
- Give your PIN to anyone that you do not want to use your card.
- Bend your card.
- Place your card in direct sunlight, such as on a car's dashboard.



Shopping for Your WIC Foods

Check your account balance before shopping. There are 2 ways you can do this.

1

If there is an eWIC Point of Sale (POS) machine at the store, you can slide your card and enter your PIN to get your balance.

2

Contact eWIC customer service by calling 1-877-289-8208 or visiting www.ebtedge.com.



At Check out

- Always use your eWIC card prior to any other forms of payment (SNAP, credit card, debit card, etc.).
- Slide your eWIC card in the Point of Sale (POS) machine or hand your eWIC card to the cashier.
- Enter your PIN and press the enter button on the keypad.
- The amount of approved food items and dollar amount of fruits and vegetables you purchase will be deducted from your eWIC benefits.
- The cashier will give you a receipt, which shows your remaining benefit balance and the date benefits expire.



eWIC Questions & Answers



What is a PIN (Personal Identification Number)?

This is a four-digit secret number that you will use with your eWIC card to access your food 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 child's or parent's birthday). DO NOT use the same number, like 1111, or a sequence of numbers, like 1234, for your PIN.

DO NOT give your PIN to anyone other than your designated authorized users. 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 enter the wrong PIN?

DO NOT try to guess your PIN. If the correct PIN is not entered on the fourth consecutive try, your PIN will be locked. This is done as a protection from someone guessing your PIN and getting your food benefits. You will have to wait until after 12:00 midnight for your account to unlock to try again.

What should I do if someone finds out my PIN?

If someone who should not have your PIN learns it, immediately call Customer Service at 1-877-289-8208 or go to www.ebtedge.com and change your PIN.

What if I forget my PIN?

Call your local WIC clinic:
New Castle County: 302-283-7540
Kent and Sussex Counties: 302-424-7220

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

Call your local WIC clinic:
New Castle County
Hudson: (302) 605-4066
West End: (302) 605-6653
Northeast/Claymont: (302) 605-4099
Email: nccwic@delaware.gov

Kent County
(302) 605-1833
(302) 605-4077 (Spanish)
Email: kentwic@delaware.gov

Sussex County
(302) 605-4055
(302) 605-4077 (Spanish)
Email: sussexwic@delaware.gov

When will I have my benefits?

Benefits will be in your food account at 12:00 midnight on the beginning date and will expire at 12:00 midnight on the ending date.

How will I know my food account balance?

The receipt from every purchase shows the balance, so the easiest way to know your account balance is to keep your receipt. If you don't have your last receipt, get your balance from Customer Service at 1-877-289-8208 or go to www.ebtedge.com. You should always check the amount of approved foods remaining before you shop.

What if my card won't work?

Call your local WIC clinic:
New Castle County: 302-283-7540
Kent and Sussex Counties: 302-424-7220



DELAWARE HEALTH AND SOCIAL SERVICES
Division of Public Health
WIC Program