

USING YOUR EWIC CARD

CHECK YOUR ACCOUNT BALANCE

Check your balance before shopping. You can view online at www.ebtEDGE.com, or by calling Customer Service at 1.844.234.4948.

SHOP FOR YOUR WIC FOODS

Buy what you need. You do not have to buy all your foods at one time.

If you purchase powdered milk, read the label to determine how many quarts or gallons the box makes.

At check-out

- Have your eWIC card ready.
- There is a 50 item food limit per transaction.
- Multiple transactions can be done on the same day.
- Before scanning any of the foods, tell the cashier you are using an eWIC card.
- When the cashier tells you at checkout, slide your eWIC card or hand your eWIC 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.
- If you will be using both SNAP benefits and eWIC at the grocery store, use your eWIC card first and then your SNAP card.

Keep Your Card

Keep your eWIC card and bring it with you each time you come to the local WIC office.

USING 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. If you have questions or problems using your eWIC card, call Customer Service at 1.844.234.4948.

TAKING CARE OF YOUR EWIC CARD

- Do not write your PIN on your card.
- Do not keep your PIN in your purse or wallet.
- 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.
- Do not bend your card.
- Do not place your card in direct sunlight, such as on a car's dashboard.
- Keep your card safe and clean.
- Keep your card away from items such as magnets, cell phones, TVs, and microwaves.



Iowa Department of Health and Human Services
Iowa WIC office: **515.281.6650** or **1.800.532.1579**
USDA is an equal opportunity provider and employer.

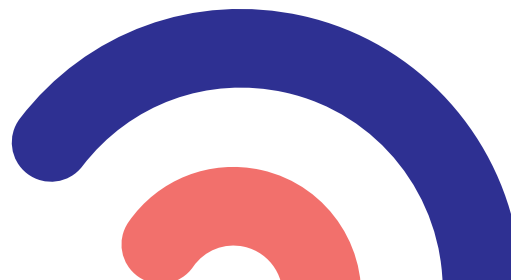
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USING YOUR IOWA EWIC CARD

EWIC CUSTOMER SERVICE

24 Hours a Day 7 Days a Week

1.844.234.4948 www.ebtEDGE.com



READING YOUR RECEIPT FOR WOMEN AND CHILDREN

Your remaining balance will be listed at the bottom of your cash register receipt. The receipt may look different depending on where you shop. Not all participants receive all items listed. Here is an example of what you will be able to purchase with each item on the receipt:

Milk
1.00 gal = 1 gallon 1.00 hgl or 0.50 gal = 1 half-gallon 1.00 qt or 0.25 gal = 1 quart 1.00 can = 12 oz can evaporated milk
Whole Grains
1.00 lb = 16 oz 100% whole wheat bread 1.00 lb = 14-16 oz bag/box brown rice 1.00 lb = 16 oz corn tortillas 1.00 lb = 16 oz whole wheat tortillas
Frozen Juice
1.00 btl = 11.5-12 oz can concentrate
Bottled Juice
1.00 btl = 64 oz (half-gallon) bottle/jug/carton
Breakfast Cereal
36.00 oz = up to 36 oz breakfast cereal purchased in boxes or bags (12 oz or larger)
Beans
1.00 bag = 16 oz bag dry beans
Peanut Butter
1.00 jar = one 16-18 oz jar peanut butter
Large White or Brown Eggs
1.00 doz = one dozen eggs
Light Tuna/Pink Salmon
30.00 oz = up to 30 oz light tuna/pink salmon purchased in 5 to 14.75 oz cans
Fruits & Vegetables
8.00-11.00 \$\$\$ = Fresh or frozen fruits and vegetables up to the dollar value listed.

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

READING YOUR RECEIPT FOR BABY

Your remaining balance will be listed at the bottom of your cash register receipt. Not all participants receive all items listed. Here is an example of what you will be able to purchase with each item on the receipt:

Baby
If your baby receives formula, the receipt will show
Baby
24.00 oz = up to 24 oz purchased in 8 or 16 oz boxes or plastic containers
Baby Fruits & Vegetables
128.00 or 256.00 oz = up to 128 oz or 256 oz purchased in 4 or 8 oz. jars/packages
Baby
31.00 jar = 31 jars purchased in 2.5 oz jars

EWIC QUESTIONS & ANSWERS

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 birthday).

What if I enter the wrong PIN?

DO NOT try to guess your PIN. If the PIN is entered incorrectly three times, 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 11:00 p.m. Central Time for your account to unlock to try again.

What should I do if someone finds out my PIN?

If someone has your PIN who should not have it, immediately call Customer Service at **1.844.234.4948** or go online at www.ebtedge.com and change your PIN.

EWIC QUESTIONS & ANSWERS

What if I forget my PIN?

Call Customer Service at **1.844.234.4948**.

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

Call Customer Service at **1.844.234.4948**. Then you will need to visit your local WIC office to get a replacement card. If your card has been reported as lost, the card can no longer be used even if you find it later. There may be a delay in getting a new card.

How will I get benefits with my eWIC Card?

Your benefit amount will not change because of eWIC, nor will the process for receiving benefits. You will get a shopping list from your WIC program office that lists your monthly food benefits. Food benefits for each WIC participant will be put into an eWIC account for your household. These benefits will be available in your household account at the beginning of each month. As food items are purchased with your eWIC card, these items will be deducted from the available balance in your household account.

When will I have my benefits?

Benefits will be in your food account at 12:00 a.m. on the beginning date and will expire at 11:59 p.m. on the ending date. Transactions must be completed before midnight, or the benefit will be lost.

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 online at www.ebtEDGE.com, or from Customer Service at **1.844.234.4948**. You should always check the amount of approved foods remaining before you shop.

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 at the end of the month.

What if my eWIC card doesn't work?

Call Customer Service at **1.844.234.4948**.