

## Job Aid: eWIC Card Management Options

This chart identifies what resources are available for families to perform important eWIC-related functions.

Task	WIC office	Phone <sup>1</sup> – 1-844-234-4946		Website <u>ebtEDGE</u>	Store			<u>EzWIC App</u>
		IVR	Live customer service representative		Register	Customer service desk	Receipt	
Set up PIN	Y	Y	N	Y	N	N	N	N
Change PIN <sup>2</sup>	Y	Y	N	Y	N	N	N	N
Check current benefit balance	Y	Y	Y	Y	Y	Y	Y	Y <sup>3</sup>
Check future months benefit balance	Y	N			N	N	N	N
Check transaction history	Y	Y	Y	Y	N	N	N	N
Check expiration date of current benefits	Y	Y	Y	Y	Y	Y	Y	Y <sup>3</sup>
Check items purchased during or immediately after the transaction	N	Y	Y	Y	Y	Y	Y	N
Address change	Y	N	Y	N	N	N	N	N
Report a card lost or stolen	Y	Y	Y	N	N	N	N	N
Request a replacement card	Y	Y	Y	N	N	N	N	N
Locate a WIC authorized store	Y	N	N	N	N	N	N	Y
Identify WIC eligible Foods	Y	N	N	N	Y	N	N	Y

**Note 1:** Both phone options are accessed with the same phone number. Within the automated system there are options that will transfer participants to the live customer service representative.

**Note 2:** The eWIC card is locked after the fourth incorrect PIN try. It will be locked until midnight. If the cardholder remembers the original PIN, they can wait until after midnight and that PIN can be used to access the account. If they do not remember the original PIN, they can wait until after midnight and then change the PIN.

**Note 3:** In order to provide family-specific information, the card must be registered.