

Using Your WIC EBT Card

Check Your Account Balance

Check your balance before shopping. You can do this by calling Customer Service at **1.866.629.1095** or by going to the WIC EBT website at **www.FloridaWIC.org**. If there is a WIC EBT Point of Sale (POS) machine at the store, you can slide your card and enter your PIN to get your balance.

Shop for Your WIC Foods

- Buy what you need. You do not have to buy all your foods at one time.
- If your benefits include 1 bag of dry beans, you can buy either a 16 ounce bag OR 4 (four) 15-16 ounce cans of beans. Each can of beans you buy will subtract 0.25 from your bean balance. When you have 0.75, 0.50, or 0.25 bag left on your card, you can only buy canned beans.
- If you purchase powdered milk, read the label to determine how many quarts or gallons the box makes.

At Check-Out

- Have your WIC EBT card ready.
- Before scanning any of the foods, tell the cashier you are using a WIC EBT card.
- When the cashier tells you, slide your WIC EBT card in the Point of Sale (POS) machine or hand your WIC EBT 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 EBT account.
- The cashier will give you a receipt which shows your remaining benefit balance and the date benefits expire.

Keep Your Card

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

Using Your WIC EBT Card

The WIC EBT Card is a safe and convenient way to use your WIC benefits.

You will use your WIC EBT card to purchase WIC approved foods at authorized WIC grocery stores. If you have questions or problems using your WIC EBT card, call Customer Service at **1.866.629.1095**.

When calling customer service, be careful entering numbers. You will get three (3) chances to enter your card number and PIN before being disconnected.

Take Care of your WIC EBT 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.
- **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.

In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age or disability.

To file a complaint of discrimination, write U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410 or call toll free (866) 632-9992 (voice). Individuals who are hearing impaired or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish). USDA is an equal opportunity provider and employer.

Florida WIC EBT Card



WIC EBT Customer Service
24 Hours a Day
7 Days a Week

1.866.629.1095



Reading Your Receipt

Your remaining balance will be listed at the bottom of your cash register receipt. Here is what you will be able to purchase with each item on the receipt:

Milk
1.00 gal = 1 gallon 0.75 gal = 96 oz jug OR 1 half-gallon + 1 quart 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
Cheese
1.00 lb = 16 oz or 1 pound package
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
48 oz Juice
1.00 btl = 48 oz bottle 1.00 btl = 11.5-12 oz can concentrate 2.00 btl = 96 oz bottle
64 oz Juice
1.00 btl = 64 oz (half-gallon) bottle/jug/carton 2.00 btl = 128 oz (one gallon) bottle/jug
Breakfast Cereal
36.00 oz = up to 36 oz breakfast cereal purchased in 11 to 36 oz boxes or bags
Beans
1.00 bag = 16 oz bag dry beans or four 15-16 oz cans 0.75 bag = three 15-16 oz cans 0.50 bag = two 15-16 oz cans 0.25 bag = one 15-16 oz can
Peanut Butter
1.00 jar = one 16-18 oz jar peanut butter
Large White 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
10.00 \$\$\$ = Fresh, frozen, or canned 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

Baby Formula
If your baby receives formula, the receipt will show the number of cans/containers of formula.
Baby Cereal
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, 6, 7, or 8 oz jars/packages
Baby Meats
31.00 jar = 31 jars purchased in 2.5 oz jars

WIC EBT 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 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 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?

Call Customer Service at **1.866.629.1095**.

What if I enter the wrong PIN?

DO NOT try to guess your PIN. If the correct PIN is not entered on the third 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 has your PIN who should not have it, immediately call Customer Service at **1.866.629.1095** and change your PIN.

WIC EBT Questions & Answers

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

Call Customer Service at **1.866.629.1095**. Then you will need to contact your local WIC office about getting a replacement card. If you lose your card, the card will no longer be able to be used even if you find it later. Also, there may be a delay in getting a new card.

How will I get benefits with my WIC EBT Card?

Your food benefit amount will not change because of WIC EBT. You will get a shopping list from your WIC office that lists your monthly food benefits. Food benefits for each WIC participant will be put into a WIC EBT account for your household. These benefits will be available in your household account on your beginning date for each month. As food items are purchased with your WIC EBT 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 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 **1.866.629.1095** or go to the WIC EBT website at **www.FloridaWIC.org** or from a WIC EBT **Point-of-Sale (POS)** machine. You should **always** check the amount of approved foods remaining before you shop.

What if my card won't work?

Call Customer Service at **1.866.629.1095**.

What should I do with my card after my benefits are used?

SAVE your WIC EBT card! Even when all your WIC foods have been purchased, your card is re-usable. Your next benefits will be purchased with the same WIC EBT card.

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.