

Keep your Card and PIN Safe

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 share your PIN with anyone.

PIN/Card replacement

- If you forget your PIN, call eWIC Customer Service at **1-844-230-0813** or log on to **www.ebtEDGE.com** or the FIS **ebtEDGE app** to change it.
- If your card is lost, stolen or damaged, call eWIC Customer Service at **1-844-230-0813**. Cards will be replaced by regular mail. You should receive your card in five to seven days.
- Or, visit your local WIC clinic to have your card replaced.

What happens if I forgot my PIN or enter it wrong?

If you enter your PIN wrong four times in a row, your card will be locked until midnight. You can change your PIN by calling eWIC Customer Service or logging on to **www.ebtEDGE.com** or the FIS **ebtEDGE app**. If you do not reset your PIN, your card will automatically be unlocked at midnight, however, you will still need to know your PIN in order to use your card.

Get Easy Access

Check **www.ebtEDGE.com**, download the **FIS ebtEDGE app**, or call **eWIC Customer Service**

To check your benefit balance, purchase history, and account information:

Call **eWIC Customer Service** toll-free 24/7 at:

1-844-230-0813

OR Check

www.ebtEDGE.com

OR

Use the FIS ebtEDGE app

Use the **FIS ebtEDGE app** or **www.ebtEDGE.com** to:

- Check current food benefits
- Set, change or unlock your PIN
- View transaction history
- View future benefits
- Order a replacement card
- Recover password or username
- View a store location



Questions? Contact your local WIC clinic or visit our website at www.ncdhhs.gov/ncwic/eWIC



NC Department of Health and Human Services
Division of Child and Family Well-Being
Community Nutrition Services Section •
www.ncdhhs.gov/nc-wic-cacfp
This institution is an equal opportunity provider.

Using Your North Carolina eWIC Card



Simple, Safe & Convenient



Getting started: Select a PIN

Before you can use your North Carolina eWIC Card, you must select a 4-digit Personal Identification Number (PIN).

Call, go online or get the app

- Call eWIC Customer Service at **1-844-230-0813**
- Log on to **www.ebtEDGE.com**
- Or, visit your app store to download the **FIS ebtEDGE app**

Select a PIN

- You must select a 4-digit Personal Identification Number (PIN) for your card.
- 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 card or on anything you keep with your card.

You must have your North Carolina eWIC Card with you at the store to use your WIC benefits.



NC eWIC
5079 7900 0000 0000

Using your Card

You can use your card wherever North Carolina eWIC is accepted.

Shop for WIC Foods

- Know your WIC food benefit balance when you go to the store.
- Use your WIC Authorized Foods List to check which foods are allowed.

Complete your purchase

- You may need to separate your WIC food from non-WIC foods.
- Enter your 4-digit PIN when asked.
- Keep your receipt - it shows your benefit balance.

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 WIC benefits is a crime. To report suspected fraud, call 800-424-9121 or visit www.usda.gov/oig/hotline.htm.
- Do not return WIC foods or infant formula for cash or credit.

Card Safety

If someone finds your card and knows your PIN, they could use your benefits. Those benefits will not be replaced. For more safety tips, see the back of this brochure.

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 a.m. and end at 11:59 p.m. 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.ebtEDGE.com**.
- Check the **FIS ebtEDGE app**.
- Call eWIC Customer Service at **1-844-230-0813**.

Where to get help

- For questions about your North Carolina eWIC card, please log on to www.ebtEDGE.com, the FIS ebtEDGE app or call eWIC Customer Service at 1-844-230-0813.
- For questions about your WIC food benefits, or if you move or change your address, please contact your local WIC clinic.
- For general information about the North Carolina WIC program, contact your local WIC clinic or visit our website at www.ncdhhs.gov/ncwic/eWIC.