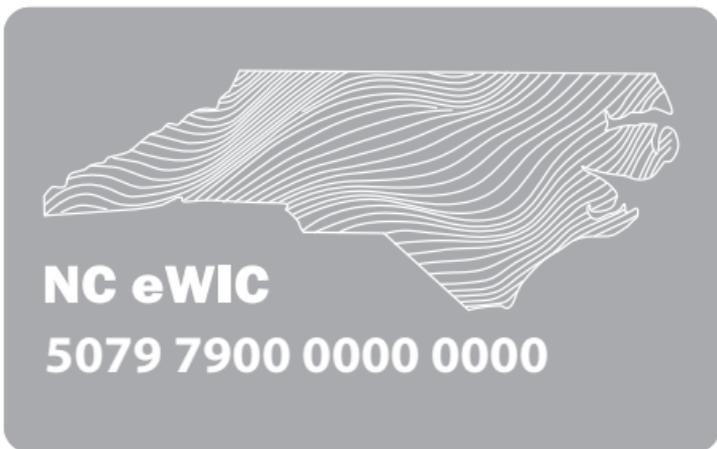


Using Your North Carolina eWIC Card



Simple, Safe, & Convenient

Check Your Benefit Balance

To check your balance do one of the following:

- Check your last receipt.
- Log on to your account at www.ebtEDGE.com.
- Check the **FIS ebtEDGE app**, available in the App Store and Google Play.
- Call eWIC Customer Service at **1-844-230-0813**.

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.



Setting Up Alerts

Account Alerts in the ebtEDGE mobile application and cardholder portal under the Account Services lets you select:

- Delivery methods.
- Time of alerts.
- Alert types.
 - Benefit status.
 - Emergency alerts.

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 Forget 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 at **1-844-230-0813** 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. You will still need to know your PIN in order to use your card.

Scan here to download the **ebtEDGE App on the App Store or Google Play**



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.
(7/23)

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