

eWIC FREQUENTLY ASKED QUESTIONS



1. Do I get a new eWIC card every month?

No. You will use the same card every month to purchase your WIC foods. The PIN and card stay the same, so be sure to keep both safe.

2. If I don't use all my benefits, will they roll over to the next month?





No. Benefits are good for a one month period. The expiration date is always listed with your eWIC balance.

3. How do I contact customer service?

The eWIC customer service number is listed on the back of your eWIC card 1-888-347-5449.





4. When should I call customer service?

Call customer service in the following situations:

-  If your card is lost or stolen, call as soon as you notice it's missing.
-  If someone is using your eWIC card without your approval.
-  If you want to hear your benefits balance (the foods left in your account for the current benefit period).
-  If you forgot your PIN or would like to change your PIN.

5. When should I call my WIC clinic?

Call or stop by your WIC clinic in the following situations:

-  You need to pick up a replacement card.
-  You have questions about your benefits.
-  You moved or changed your phone number.
-  To report your card lost or stolen.

6. Will benefits be automatically put into my account?

No. WIC is a nutrition education program that provides food benefits. You will need to visit your WIC clinic regularly, usually every 1-3 months, to receive benefits.

7. What is a PIN?

A PIN (Personal Identification Number) is a 4 digit numeric code that you will use to access your benefits, like with a debit or EBT card. You will enter your PIN each time you use your eWIC card.







Be careful! Don't write your PIN on your card or choose a PIN that would be easy for others to guess. Benefits that are purchased without your consent cannot be replaced.

8. How do I reset my PIN?

If you forget your PIN or just want to change it, call customer service 1-888-347-5449 or visit the eWIC web portal www.ebtedge.com.

9. How do I know what benefits I've been issued?

Before going to the store, it's a good idea to see what foods are in your account to purchase (your eWIC balance).

-  Use the FREE WICShopper App.
-  Look at the Benefits List you got at WIC.
-  Check the bottom of your last WIC Receipt from the store.
-  Ask customer service to print a balance receipt.
-  Log on to the eWIC web portal at www.ebtedge.com.
-  Call customer service at 1-888-347-5449.

10. Can I use coupons or my loyalty card when using my eWIC card?

Yes. You are encouraged to take advantage of coupons and loyalty cards on WIC items.

11. What if my card is lost or stolen?

Call customer service or your WIC clinic to cancel your card as soon as possible. You can get a new card at your WIC clinic. Any unused benefits for the current benefit period will be available on your new card, but any items purchased (even if not by you) cannot be replaced.

12. What if I want someone else to shop for me?

You should only share your PIN and eWIC card with someone you trust to shop for you. Lost or stolen benefits can not be replaced.

13. Can I use my eWIC at any store?

Not every store can accept eWIC. To find a store near you - look on the WICShopper App, our website at health.hawaii.gov/wic/eWIC, or on the list you got from your WIC clinic.

14. Do I have to separate my WIC purchases from other items that I'm buying?

A few stores may ask you to separate your WIC items from your other groceries, but most stores will be able to ring up all items together. If you're not sure what to do, just ask!

15. Can I use my eWIC benefit card in any check-out lane at the store?

At this time you cannot use your eWIC card in the self-checkout lane. However, eWIC can be accepted from any other standard lane. If you're not sure what to do, just ask.

16. What if the cashier doesn't know how to process an eWIC transaction?


If the cashier doesn't know how to process WIC transactions, ask to speak to a manager. If the manager is unable to help, please report this to through the customer service number at 1-888-347-5449, or call the WIC Vendor Management Unit at 808-586-4776.


17. What if the eWIC machine at the store isn't working?


If the eWIC machine isn't working at the store, you will need to go to another Hawaii WIC authorized store. You can contact the WIC Vendor Management Unit at 808-586-4776 to report that the store was unable to accept your eWIC card.

18. What if my card doesn't work?

The card may not work because:

 **The card is not active.** You may be using a card that you reported as lost or stolen, or there may be other concerns. Call your WIC clinic.

 **Invalid PIN.** The PIN you entered is incorrect. If you can't remember your PIN, call customer service at 1-888-347-5449 to change it.

 **Benefits used.** You may have already used the benefits available for the current benefits period. Check your benefits balance before shopping to make sure you know what's in your account.

19. Why do some grocery stores ring up my WIC purchases twice?

These are the stores with stand-beside card readers. You will need to separate your WIC items at these stores. Your items will be rung up twice – once through the store's cash register to see if the item is WIC approved, and once to see if the foods are in your account.

20. What should I do if an item I think is approved doesn't scan as WIC approved?

- ① Double check your food list or WICShopper App for brand, flavor, and size requirements.
- ② Check your eWIC benefits list or balance to make sure the food is in your food package for the current benefit period.
- ③ If the issue is still not resolved, let WIC know through the WICShopper App or through your WIC clinic. If possible, take a picture of the UPC (bar code), stickers on produce, and/or the item itself. The cashier can't ring up an item not in their eWIC system.

