

DELAWARE WIC eWIC CARD

Delaware WIC Program

5081 3200 1234 5678

eWIC Customer Service

24 HOURS A DAY
7 DAYS A WEEK

1-877-289-8208
www.ebtedge.com



DELAWARE HEALTH AND SOCIAL SERVICES
Division of Public Health
WIC Program



YOUR eWIC CARD

The eWIC card is a safe and convenient way to use your WIC benefits.

You will use your eWIC card to purchase WIC approved foods at authorized WIC grocery stores.

The Food Benefits for every WIC participant will be put into a family account on one eWIC card. Each month, your family's food benefits will be automatically deposited into your WIC account.

Every time you purchase a WIC-approved food, that item will be deducted from your benefit account.

Take care of your eWIC 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.

This institution is an equal opportunity provider.

SHOPPING FOR YOUR WIC FOODS

Check your account balance

Check your balance before shopping. You can do this by calling Customer Service at 1-877-289-8208 or go to www.ebtedge.com.

If there is an eWIC Point of Sale (POS) machine at the store, you can slide your card and enter your PIN to get your balance.

Buy what you need. You do not have to buy all your foods at one time.

At check-out

- Always use your eWIC card prior to any other forms of payment. (SNAP, credit card, debit card, etc.).
- Slide your eWIC card in the Point of Sale (POS) machine or hand your eWIC card to the cashier.
- Enter your PIN and press the enter button on the keypad.
- The amount of approved food items and dollar amount of fruits and vegetables you purchase will be deducted from your eWIC benefits.
- The cashier will give you a receipt, which shows your remaining benefit balance and the date benefits expire.

eWIC QUESTIONS & ANSWERS

Q: What is a PIN (Personal Identification Number)?

A: This is a four-digit secret number that you will use with your eWIC card to access 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 give your PIN to anyone other than your designated authorized users. If someone knows your PIN and uses your card to get your food benefits without your permission, those benefits will not be replaced.

Q: What if I enter the wrong PIN?

A: DO NOT try to guess your PIN. If the correct PIN is not entered on the fourth consecutive 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.

Q: What should I do if someone finds out my PIN?

A: If someone who should not have your PIN learns it, immediately call Customer Service at 1-877-289-8208 or go to www.ebtedge.com and change your PIN.

Q: What if I forget my PIN?

A: Call your local WIC clinic:
New Castle County: 302-283-7540
Kent and Sussex Counties: 302-424-7220

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

A: Call your local WIC clinic:
New Castle County: 302-283-7540
Kent and Sussex Counties: 302-424-7220

Q: When will I have my benefits?

A: 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.

Q: How will I know my food account balance?

A: 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 1-877-289-8208 or go to www.ebtedge.com. You should always check the amount of approved foods remaining before you shop.

Q: What if my card won't work?

A: Call your local WIC clinic:
New Castle County: 302-283-7540
Kent and Sussex Counties: 302-424-7220

SAVE YOUR eWIC CARD!

Your next benefits will be purchased with the same card monthly.

