

The eWIC Card is a faster, easier and more convenient way to shop!

WIC purchases are as fast and easy as making a purchase with a debit or credit card. All of the foods for your whole family will be together on one card.

Checking Your Account Balance

You can check your account balance several ways:

- Go to WICShopper app My Benefits.
- Check your last store receipt.
- See a grocery store cashier or go to the Customer Service Desk for a print out of your current balance.
- Call the toll free number on the back of your eWIC card for balance inquiry.
- Visit www.connectebt.com to view your balance.

Shopping with your eWIC Card

- Buy what you need. You do not have to buy all your foods at one time!
- Have your card ready at check out.
- Swipe your eWIC Card first! It's important to swipe your eWIC card before any other forms of payment.
- 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 account.
- When available, review the mid transaction receipt before you confirm yes to ensure your WIC item(s) were covered by WIC and not another form of payment.
- The cashier will give you a receipt which shows your remaining benefit balance and the date benefits expire.
- **Any remaining balance can be paid with cash, EBT/SNAP, or other form of payment accepted by the store.**

If your purchase is rejected, ask the cashier why it was declined. Call your local WIC office and let them know what happened and what you were trying to buy.

Reading Your Receipt

Your cash register receipt will list the WIC food items you bought, the expiration date of your current benefits and the remaining WIC food benefits. Here is an example:

STORE NAME		ADDRESS	
STORE ID:	WICW006		
TERM ID:	WIC006001		
CLERK ID:	999		
DATE & TIME:	7/1/2016 10:10AM		
SEQ NUMBER:	034		
CARD:	*****0007		
AUTH CODE:	123499		
WIC PURCHASE			
QTY	UNITS	DESCRIPTION	PRICE
18.00	oz	Cheerios 18 oz.	4.99
2.50	\$\$\$	Fruits & Veg	2.50
=====			
TOTAL ITEMS SOLD = 2			
\$ 2.50 - Fruits & Veggies			
=====			
PURCHASE SUBTOTAL			7.49
DISCOUNT APPLIED			0.00
=====			
APPROVED PURCHASE TOTAL			7.49
=====			
REBALANCE DUE - 0.00			
BENEFITS EXPIRE ON 7-28-18			
QTY	UNITS	DESCRIPTION	
=====			
1.00	pkg	16oz Pkg Cheese	
1.00	doz	Dozen Large Eggs	
18.00	oz	Ounces Cereal	
2.00	pkg	18oz PnutBtr/DryBeans	
1.00	pkg	Bread/Rice/Tortilla/Pasta	
3.00	gal	Gallon 1%/Fat Free Milk	
1.00	gal	Gallon Whole Milk	
2.00	cont	64oz Bottle 100% Juice	
5.50	\$\$\$	Fruits & Veg	
=====			
****CARD HOLDER COPY****			
PLEASE SAVE THIS RECEIPT****			

Keep your receipt to know the balance and the dates to buy your WIC foods.

Take Care of Your WIC Card

- Keep your PIN confidential.
- Don't write your PIN on your card.
- Keep your eWIC Card in your wallet or purse.
- Do NOT give your PIN to anyone that you don't trust.
- Do NOT bend your card.
- Keep your card out of direct sunlight and avoid places such as a car's dashboard.
- Keep your card safe and clean.
- Keep your card away from items such as magnets, cell phones, TVs, and microwaves.

Since your family's WIC food benefits will be deposited onto your card, keep your card and bring it with you each time you come to your WIC appointments. DO NOT THROW YOUR eWIC CARD AWAY!



Simplify your shopping.

Download the 'WIC Shopper' App!

- Check your WIC balance
- Learn more with Shopping Videos
- Locate a WIC Authorized store
- Scan a product to determine if it's WIC approved
- Access WIC recipes



Common Questions about your Card

What is a PIN (Personal Identification Number)?

A PIN is a four-digit secret number that, along with the card, allows access to your WIC benefits. When selecting a PIN, choose four numbers that are easy for you to remember, but hard for someone else to figure out (for example, your parent's or child's birthday).

- 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 or want to change it?

You can change your PIN several ways:

- Visit your online account at www.connectebt.com
- Call the Customer Service number on the back of your eWIC card

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. There are two ways to unlock your card:

- Call the toll free number on the back of your eWIC card
- Wait until midnight and your account will automatically unlock

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

Call your local WIC office right away! They will stop anyone from using your food benefits and help you get a new card.

What if my card doesn't work?

Call the toll free number on the back of your card or your local WIC office.

When will I have my benefits?

Current food benefits loaded at the WIC office will be available immediately. Food benefits for upcoming months will be deposited onto your eWIC card at 12:00 midnight on the beginning date and will expire at 12:00 midnight on the ending date.



This institution is an equal opportunity provider.

How do I get more benefits after all my benefits have been redeemed?

If you don't already have an appointment scheduled, call your WIC office to make one. You must contact your local WIC office to receive your next set of benefits.

What happens if I can't do my own shopping and need someone else to shop for me?

You may have someone else shop for you if you wish. You can give them your eWIC Card and PIN. Just make sure this is someone you trust!

What happens if all the WIC foods are not purchased? Will these benefits roll over to the next month?

NO, WIC benefits are good for 30 days. Any unused benefits will expire on the ending date. or last day to use.

Where can I shop with my eWIC Card?

- Your local WIC office will provide you with a listing of authorized stores that accept the eWIC card.
- You may also view an updated authorized store list at www.ct.gov/dph/wic under the *Shopping with WIC* tab or visit *WIC Stores* on the WICShopper app.

You can purchase WIC foods and infant formula at WIC authorized grocery stores. At WIC authorized pharmacies, you can only purchase formula.

Did your WIC purchase get declined?

1. Make sure you are shopping at a WIC approved store/ pharmacy.
2. What did the card reader message say? Ask the cashier if you don't know.
3. What were you trying to buy? Take a picture of the food/formula label and the UPC. Email it to ctwic@ct.gov.

eWIC card Customer Service

1-855-222-0510

WIC Nutrition Program
CT Department of Public Health
www.ct.gov/dph/wic
1-800-741-2142

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