

# WIC EBT (Electronic Benefits Transfer) Questions & Answers

## What is a PIN (Personal Identification Number)?

A PIN is a four-digit secret number that, along with the card, allows access to 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** 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?

Call Customer Service at **1.855.726.4887**.

## 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. You will have to wait until after 12:00 midnight Central Time for your account to unlock to try again.

## What should I do if someone finds out my PIN?

If someone has your PIN who should not have it, immediately call Customer Service at **1.855.726.4887** and change your PIN.

## What if my card won't work?

Call your local WIC office.

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

If you lose your card or if it's stolen, contact your local WIC office about getting a replacement card. Once reported, your lost/stolen card can no longer be used. Be sure your card is lost and not just misplaced before contacting the WIC office as it may take some time to get you a new card.

# WIC EBT Questions & Answers

## How will I get benefits with my WIC EBT Card?

Your food benefit amount will not change because of WIC EBT. You will get a shopping list from your WIC office that lists your monthly food benefits. Food benefits for each WIC participant will be put into a WIC EBT account for your household. These benefits will be available in your household account on your beginning date for each month. As food items are purchased with your WIC EBT card, these items will be deducted from the available balance in your household account.

## When will I have my benefits?

Benefits will be in your food account at 12:00 midnight Central Time on the beginning date and will expire at 11:59 PM Central Time on the ending date.

## How will I know my food account balance?

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 1.855.726.4887** or go to the WIC EBT website at **www.health.nd.gov/wic** or have a cashier run a balance inquiry. You should **always** check the amount of approved foods remaining before you shop.

## What should I do with my card after my benefits are used?

**KEEP your WIC EBT card!** Even when all your WIC foods have been purchased, your card is re-usable. Your next benefits will be purchased with the same WIC EBT card.

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

No, benefits that are not used will expire on the ending date.

# North Dakota WIC EBT Card



## WIC EBT Customer Service

**24 Hours a Day**

**7 Days a Week**

**1.855.726.4887**

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**Dakota** | Health  
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## Using Your WIC EBT Card

### Shop for Your WIC Foods

- Buy what you need, when you need it. You do not have to buy all your foods at one time.
  - If your benefits include 1 J/B/C (Jar/Bag/Can) of Peanut Butter/Beans, you can buy either:
    - 1 (one) 16 ounce bag of dried beans,
    - 1 (one) jar of Peanut Butter, or
    - 4 (four) 15-16 ounce cans of beans.
- Each can of beans you buy will subtract 0.25 from your balance. When you have 0.75, 0.50, or 0.25 J/B/C left on your card, you can only buy canned beans.
- For milk, you will purchase whole, 1% or skim (fat free) milk in gallons or half gallons. Buying one half gallon will subtract 0.50 from your milk balance. Soy, Lactose free, Buttermilk, or Goat's milk will be purchased in half gallons or quarts. For example, if you purchase a quart of buttermilk, it will subtract 0.50 half gallons from your buttermilk balance.
  - If you purchase nonfat dry/powdered milk, read the label to determine how many quarts or gallons the box makes.

### Take Care of your WIC EBT 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 away from items such as magnets, cell phones, TVs, and microwaves.
- Keep your WIC EBT card clean and in a safe place and bring it with you each time you come to the WIC office.

## Using Your WIC EBT Card

### Check Your Account Balance

Check your balance before shopping. You can do this by calling Customer Service at **1.855.726.4887** or by going to the WIC EBT website at **www.health.nd.gov/wic**. You can also ask a cashier to run a balance inquiry.

### At Check-Out

- Have your WIC EBT card ready.
- Before scanning any of the foods, tell the cashier you are using a WIC EBT card.
- When the cashier tells you, slide your WIC EBT card in the Point of Sale (POS) machine or hand your WIC EBT card to the cashier.
- Enter your PIN and press the enter button on the keypad.
- The cashier will scan your foods.
- The approved foods items and the dollar amount will be presented for your confirmation and approval and then deducted from your account balance.
- The cashier will give you a receipt which shows your remaining benefit balance and the date those benefits expire.

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

## Reading Your Receipt for Baby

Baby Formula
If your baby receives formula, the receipt will show the number of cans/containers of formula.
Baby Cereal
1 CTR (container) = 8 oz box; 2 CTR = 16 oz box
Baby Fruits & Vegetables
1 CTR = 1 jar (4 oz); 2 CTR = 2 jars (4 oz) OR 1 plastic 2-pack (8 oz)
Baby Meats
1 JAR = 2.5 oz of baby meats

## Reading Your Receipt

Your remaining balance will be listed at the bottom of your cash register receipt. Here is what you will be able to purchase with each item on the receipt:

Milk
1.00 GAL = 1 gallon 0.50 GAL = 1 half-gallon 1.00 QT = 1 quart; 2.00 QT = 1 half-gallon 1.00 CAN = 12 oz can evaporated milk
Cheese
1.00 LB = 16 oz package or 1 pound package 0.50 LB = 8 oz package or 1/2 pound package
Whole Grains
12, 16, 20 OZ = 1 loaf/package of 100% whole wheat bread 14, 16, 28 or 32 OZ = 1 bag/box brown rice 16 OZ = 1 package whole wheat/corn tortillas or box of whole grain/whole wheat pasta
48 oz Juice
1.00 CAN = 11.5-12 oz can concentrate
64 oz Juice
1.00 BTL = 64 oz (half-gallon) bottle/jug
Breakfast Cereal
36.00 OZ = up to 36 oz breakfast cereal purchased in 12 to 36 oz boxes or bags
Beans
1.00 J/B/C = one 16-18 oz jar peanut butter, one 16 oz bag dry beans or four 15-16 oz cans 0.75 J/B/C = three 15-16 oz cans 0.50 J/B/C = two 15-16 oz cans 0.25 J/B/C = one 15-16 oz can
Large White Eggs
1.00 DOZ = one dozen eggs
Light Tuna/Pink Salmon
30.00 OZ = up to 30 oz light tuna/pink salmon purchased in 5 oz or 14.75 oz cans
Fruits & Vegetables
10.00 \$\$\$ = Fresh fruits and vegetables up to the dollar value listed