



WIC Card – Functions Staff Tool

This chart identifies resources available for staff to guide families in important WIC Card related functions.

TASK	WIC Office		WIC Card Line ¹ 1-844-359-3104		Store			WICShopper Smart Phone App
	In Person	By Phone	Automated System 24 hours	Customer Service Representative 7 am to 7pm	Register	Customer Service Desk	Receipt	
Set up PIN ²	✓		✓					
Change PIN ³	✓		✓					
Unlock PIN ³	✓	✓	✓					
Check current benefit balance	✓	✓	✓	✓	✓	✓	✓	✓
Check future months benefit balance	✓	✓						✓
Check transaction history			✓	✓				
Check expiration date of current benefits	✓	✓	✓	✓			✓	✓
Check purchase during or right after the transaction			✓		✓ -ask the cashier			✓
Address change for the Cardholder	✓	✓						
Report cards lost, damaged, or stolen	✓	✓		✓				
Request a replacement card	✓							
Locate a WIC store	✓	✓						✓



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Notes:

1. WIC Card Line – Both phone options (automated and customer service representative) are accessed with the same phone number.
2. WIC staff can assist participants in setting up or changing their PIN as needed. This includes offering access to phone and specific language support. WIC staff should make every effort to maintain confidentiality when assisting participants.
3. WIC staff can assist participants in unlocking their PIN. The WIC Card is locked after the fourth PIN try. It's locked until midnight, unless they call to reset the PIN. If the Cardholder remembers the original PIN, they can wait until after midnight and that PIN can be used to access the account. If they don't remember the original PIN, they can wait until after midnight and then change the PIN.



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For persons with disabilities, this document is available on request in other formats.
To submit a request, please call 1-800-841-1410 (TDD/TTY 711).