

### **When is customer service open to call?**

eWIC Customer Service is available 24 hours a day, 7 days a week. 1-844-234-4948

### **What if my eWIC card is lost or stolen?**

Call customer service at 1-844-234-4948 to cancel your card. Once your card is reported missing, it can no longer be used if you find it later. Then call 712-279-6636 to schedule an appointment to receive a new card. eWIC cards cannot be mailed.

### **What if I forget my PIN?**

A PIN can be changed by calling customer service at 1-844-234-4948. Do not guess your PIN. Your eWIC card will be locked after three incorrect attempts. You will have to wait until 11:00pm of that day to unlock your account.

### **What if I want to change my PIN?**

Call customer service at 1-844-234-4948 to change your PIN.

### **How do I know what foods are on my eWIC card?**

Check your account balance on [www.ebtEDGE.com](http://www.ebtEDGE.com) or call 1-844-234-4948. The receipt from the store will show your account balance after you use your eWIC card. Download the WIC Shopper App to view the current balance on your eWIC card.

**What if I want to use both my SNAP and eWIC card at the grocery store?**

Use your eWIC card first, and then use your SNAP card second at check out.

**When can I start using my benefits on my eWIC card?**

Benefits will be in your account on the first day of each month at 12:00 am and expire on the last day of each month at 11:59 pm. Transactions must be completed before midnight, or the benefits will be lost. Benefits that are not used from the previous month do not roll over to the next month.

**What if I can't buy an item with my eWIC card and I think I should be able to?**

You have two options.

- You can talk to the store manager and ask them to fill out a UPC Submission Form.

**OR**

- You can contact Siouxland WIC and ask them to fill out a UPC Submission Form. Please provide the name of the product, brand name, size, and UPC code. Taking a picture of the product is useful as well.

**Should I come to my WIC appointment? I already have benefits on my card.□**

Yes! When you come to your WIC appointment, you will already have benefits on your card for the month you come in. Please come to your WIC appointment or call to reschedule your appointment if you can't make it. As stated in the Iowa WIC Program Participant Rights and Responsibilities, if you do not have food benefits issued for three months in a row, you will be terminated from the program.

This institution is an equal opportunity provider.