



## USING YOUR OREGON eWIC CARD

For easy access to your balance, purchase history and other information, go to:

[www.ebtedge.com](http://www.ebtedge.com)

Or, call Customer Service toll-free 24/7 at:

**1-844-234-4946**

## GETTING STARTED: SELECT A PIN FOR YOUR CARD

Before you can use your Oregon eWIC Card, you must select a 4-digit Personal Identification Number (PIN).

### Go Online Or Call

- Call Customer Service at 1-844-234-4946
- OR**
- Log on to [www.ebtedge.com](http://www.ebtedge.com) by entering your 16-digit card number



### Select A PIN

- You must select a 4-digit Personal Identification Number (PIN) for your card.
- Choose a 4-digit number that is easy for you to remember but hard for others to guess.



### Keep Your PIN Safe

- Do not tell your PIN to anyone.
- Do not write your PIN on your card or on anything you keep with your card.



## USING YOUR CARD

You can use your card wherever WIC is accepted.

### Shop For WIC Foods

- Know your WIC food benefit balance when you go to the store.
- Use your WIC Food List to check which foods are allowed.



### Complete Your Purchase

- Always use WIC first.
- Let the checker know you are using your eWIC card.
- Enter your 4-digit PIN when asked.
- Keep your receipt; it shows your benefit balance.



### Follow The WIC Program Rules

- You could be disqualified from the WIC program if you misuse your card or benefits.
- Do not sell your eWIC card, WIC foods or WIC formula.
- Do not return WIC foods or formula for cash or credit.



# UNDERSTAND YOUR BENEFITS

It's important to know when you receive your benefits and how much you have on your card.

## Benefit Availability

- Your benefits become available on the first day of the month at 12:01 am Pacific Time.
- Benefits that have not been spent do not carry over into the next month.



## Check Your Balance

- To check your balance, check your last receipt, **OR**
- Log on to **www.ebtedge.com**, **OR**
- Call eWIC Customer Service at 1-844-234-4946, **OR**
- Check at a store register



## Where To Get Help

- For questions about your **WIC food benefits**, please contact your WIC clinic.
- For questions about your **Oregon eWIC card**, please log on to **www.ebtedge.com** or call eWIC Customer Service at 1-844-234-4946.



# KEEP YOUR CARD AND PIN SAFE

If someone gets your card and knows your PIN, they could use all your benefits — **and those benefits will not be replaced.**

## Card Care

- Keep your card in a safe place, like your wallet or purse.
- Do not get your card dirty.
- Keep your card away from magnets and electronics.
- Do not leave your card in direct sunlight.



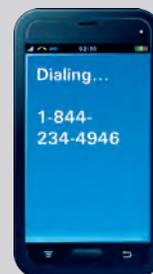
## PIN Safety

- Don't share your PIN.
- If you need someone else to shop for you, ask your WIC clinic about getting another card for a second cardholder that you trust.



## PIN/Card Replacement

- If you forget your PIN, call eWIC Customer Service at 1-844-234-4946 or log on to **www.ebtedge.com** to change it.
- If your card is lost, stolen or damaged, call eWIC Customer Service at 1-844-234-4946.



### What happens if I forget my PIN or enter it wrong?

If you enter your PIN wrong four times, your card will be locked until midnight. You can change your PIN before you get to the fourth try by calling eWIC Customer Service or logging onto **www.ebtedge.com**. If you do not reset your PIN, your card will automatically be unlocked at midnight, however you will still need to know your PIN in order to use it.

### How can I change my WIC food benefits?

Talk to your WIC clinic about changing your WIC food benefits.

### What if I forget my card when I go to the store?

You must have your Oregon eWIC card with you to use your WIC benefits.

### What if I move or change my address?

You must contact your WIC clinic if you move or change your address.