



Getting Started

To activate your card and set your Personal Identification Number (PIN), call Customer Service at **1-855-279-0679**. You will need the 16-digit card number, zip code, and date of birth of the primary cardholder.

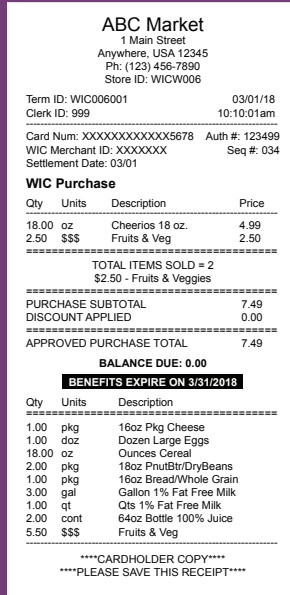
Shopping with your eWIC card

Look for the SC WIC Accepted Here sign before shopping. Use the following as a guide for how to do an eWIC transaction. The steps may have minor differences from store to store.

1. Select your WIC foods using your household benefit balance and the SC WIC Approved Food List.
2. Ask if you need to separate WIC items from other purchases, some smaller stores may need this.
3. The cashier scans the WIC food items.
4. Swipe your eWIC card. Always use your eWIC card first before other forms of payment.
5. Enter your four-digit PIN.
6. Approve the foods bought with your eWIC card.
7. Take your card and receipt. Your receipt shows what you bought and what is left on your eWIC card.

Reading Your Receipt

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



Keep your receipt to know the balance and dates to buy your WIC foods or you can call Customer Service at 1-855-279-0679.

Take Care of Your eWIC Card

- DO NOT throw it away. The same card is reloaded and used every month.
- DO NOT bend, fold or twist it, punch holes in it, or use it for other things.
- DO NOT store it near magnets or electrical equipment like cell phones.
- DO NOT leave it in the sun or other hot places, like your car.
- Keep the black strip on the back free from scratches.
- Keep it in a safe place like a wallet or purse.

Appointments

Bring child(ren) listed below, proof of ID for child(ren) and yourself, income for last 30 days before appointment, residency and shot record for child(ren).

Date	Time	Appointment Reason/ Name



For more information on breastfeeding, contact your local WIC office.



South Carolina eWIC Card Guide



Welcome to eWIC, a faster and easier way to shop!

With eWIC, your household's WIC benefits will be put on one WIC account/eWIC card at your WIC office. A list of your foods will be given to you with the start and end date for your benefit period. You will use your SC eWIC Card to buy your WIC foods at SC WIC authorized stores.

Frequently Asked Questions

What is a PIN?

PIN stands for Personal Identification Number. It is a four-digit secret code that allows you to use your eWIC card, similar to a bankcard or SNAP card. You will select your own secret four-digit PIN when you activate your eWIC card.

What if I forget my PIN or need to reset it?

Call the Customer Service number located on the back of your card to choose a new PIN. You will need the ZIP code and date of birth of the primary cardholder.

What if I enter the wrong PIN at the store?

You have four chances to enter your correct PIN. If the correct PIN is not entered on the fourth try, your eWIC card will be locked and reset at midnight. After three unsuccessful attempts, call Customer Service to reset your PIN and avoid having your card locked.

How do I keep my PIN safe?

Do not write your PIN on your eWIC card. Enter your PIN so no one else can see the number you are entering. Do not give your PIN to the cashier or others.

Do I have to buy my food by a certain date?

Yes, WIC foods may be purchased between the start and end date for your benefit month. For example, if your start date is May 20 and the end date is June 19, any unused benefits will expire at midnight on June 19.

Do I have to buy all my WIC foods at once?

No, WIC foods may be bought as needed during the benefit month.

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

Call 1-855-4-SCDHEC (1-855-472-3432) to schedule an appointment for re-certification.

What if I have a question about my WIC foods, need to change my WIC foods or formula?

Call your local WIC office if you have questions about your WIC foods or if you need to change your WIC foods or formula.

What if I lose/damage my WIC card?

Call Customer Service or your WIC office to cancel your card. You will need to visit your WIC office to be issued a new card.

Can I buy non-WIC items while I am shopping for my WIC foods?

Yes, but always use your eWIC card first to pay for your WIC foods. Then you can use other forms of payment such as SNAP, gift card, debit card, cash, or check to pay for other items.

What if one of my WIC food items is not accepted?

If there was a food you expected to be covered by WIC but was not, it could be for the following reasons:

- The item may not be in your food package.
- You may have already bought that food for the month.
- The item may not be an approved food on the SC WIC Food List.
- The product's barcode may have changed or become unrecognized by the system.
- If you feel your food item should have been accepted, call Vendor Service at 1-800-922-4406.

What does it mean if I get the following messages from the cash register system at the store and what should I do?

- **Card Not Found:** Contact your local WIC office.
- **Invalid PIN:** You may have entered the wrong PIN, try again or call Customer Service.
REMEMBER: If you receive this message three times, call Customer Service to reset your PIN before trying a fourth time.
- **Benefits Expired:** You no longer have foods available.

What if I need someone else to do my WIC shopping for me?

Only give your card and your PIN to someone you know well and trust. When you give someone your card and PIN, they could buy all of your WIC foods. WIC foods will NOT be replaced.

What is the Customer Service telephone number?

1-855-279-0679

This number is also located on the back of your SC eWIC Card. You can call this number, free of charge, 24 hours a day, seven days a week.

Examples of when to call Customer Service:

- You want to activate your card.
- You forgot your PIN or would like to reset your PIN.
- You need to know your WIC food balance and do not have a print out or your last store receipt.
- Your eWIC card is lost, stolen, damage or will not work.
- Someone is using your eWIC card without your approval.
- You have questions or need help with your eWIC card.

What is the Cardholder Website?

The Cardholder Website allows you to view benefit and purchase information on your WIC account. The Cardholder Website is www.WICConnect.com; select SCWIC from the dropdown menu.

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Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotope, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: How to File a Complaint, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) email: program.intake@usda.gov.

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