

Keep your Card and PIN safe

Card care and safety

- Keep your card in a safe place, like your wallet or purse.
- Store your PIN with your other passwords.
- If someone gets your card and PIN, they could use all of your benefits and those benefits will not be replaced.
- Keep your card clean and out of direct sunlight.
- Keep your card away from magnets and electronics.

PIN safety

- Only share your PIN with your proxy.
- If you change your proxy you should change your PIN.

PIN/Card replacement

- If you forget your PIN, call **eWIC** Customer Service at **1-844-309-6098** or log on to **www.mybnft.com** to change your PIN.
- If your card is lost, stolen or damaged, call or visit your local WIC clinic.
- Cards will **ONLY** be replaced at your local WIC Clinic.

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

If you enter your PIN wrong four times in a row, your card will be locked until midnight. You can change your PIN by calling or logging in to **eWIC** Customer Service. If you do not change/reset your PIN, your card will automatically unlock at midnight, however, you will still need to know your PIN in order to use it.

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

www.mybnft.com

OR

call **eWIC** Customer Service

toll-free 24/7 at:

1-844-309-6098

Questions? Ask your local WIC clinic at:

St. Thomas **340-776-1770**

St. Croix **340-772-1808**

St. John **340-693-8186**

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- (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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Using Your Virgin Islands eWIC Card



Hassle free

- Just take your **eWIC** card, **Authorized Foods List** and **Shopping List** to the store.
- Enjoy faster checkout.

Safe

- No more paper checks.

Convenient

- Buy only the food that you want each time you shop.



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Adapted with permission from Wisconsin WIC.

Getting started: Select a PIN for your Card

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

To do so, call or go online:

Call **eWIC** Customer Service at **1-844-309-6098**

OR

Log on to **www.mybnft.com** and enter your 16-digit eWIC card number, then:

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.
- Do not write your PIN on your card or on anything you keep with your card.
- You must have your VI **eWIC** card and know your PIN when picking up WIC benefits.



Using your eWIC Card

Shopping for WIC Foods

- You can only use your **eWIC** card to shop at authorized WIC vendors in the US Virgin Islands.
- Know your WIC food benefit balance when you go to the store to shop.
- Use your WIC Authorized Foods List to check which foods are allowed.

Complete your purchase

- Separate WIC foods from non-WIC foods.
- Let the cashier know you are using your **eWIC** card.
- Enter your 4-digit PIN when asked by the cashier.
- Keep your receipt – it shows your benefit balance.

Follow the WIC Program Rules

- You may be disqualified from the WIC Program if you misuse your card or benefits.
- Do not sell your **eWIC** card, WIC foods, or WIC infant formula to anyone in person or online.
- Do not return WIC foods or infant formula for cash or credit.

Understanding your Benefits

Benefit availability or balance

- You should know the date when you receive your WIC benefits and how much you have on your card.
- Your benefits become available on the **Benefit Start Date** at 12:01 a.m. and end on the **Benefit End Date** at 11:59 p.m.
- Benefits that have not been spent **WILL NOT** carry over to the next month.

Check your benefit balance

To check your balance, do one of the following:

- Check your last receipt
- Log on to **www.mybnft.com**
- Call **eWIC** Customer Service at **1-844-309-6098**.

Know where to get help

- For questions about your VI **eWIC** card, please log on to **www.mybnft.com** or call **eWIC** Customer Service at **1-844-309-6098**.
- For questions about your WIC food benefits, or if you move or change your address or phone number, please contact your local WIC clinic.
- For general information about the **VI WIC Program**, call **340-776-1770 x 5609**; **340-772-1808**, or **340-693-8186**, or visit our website at: **doh.vi.gov**