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

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, 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: http://www.ascr.usda.gov/complaint_filing_cust.html, 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.

This institution is an equal opportunity provider.

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.
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