

# Keep your Card and PIN Safe

## Card care

- Keep your card in a safe place, like your wallet or purse.
- Keep your card clean, out of direct sunlight, and away from magnets and electronics.

## PIN safety

- Do not share your PIN with anyone.

## PIN / Card replacement

- If you forget your PIN, call eWIC Customer Service at **1-833-916-1509** or log on to [www.mybnft.com](http://www.mybnft.com) or the Bnft app to change it.
- If your card is lost, stolen or damaged, call eWIC Customer Service at **1-833-916-1509** or log on to [www.mybnft.com](http://www.mybnft.com) or the Bnft app to cancel your card.
- You must visit your local WIC agency to have your card replaced.

## What happens if I forgot 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 eWIC Customer Service or logging on to [www.mybnft.com](http://www.mybnft.com) or the Bnft app. 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 your card.

# Get Easy Access

Check [www.mybnft.com](http://www.mybnft.com), download the Bnft app, or call eWIC Customer Service

To check your benefit balance, purchase history, and account information:

Call eWIC Customer Service toll-free 24/7 at:

**1-833-916-1509**

or Check

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

or

Use the Bnft app



Use the [Bnft app](http://www.mybnft.com) or [www.mybnft.com](http://www.mybnft.com) to:

- Check current food benefits
- Set, change or unlock your PIN
- Find transaction history
- View future benefits
- Recover password or username
- Send a secure message to customer service
- View a store location

Questions? Contact your local WIC agency.

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# Using Your Illinois eWIC Card



## Simple, Safe & Convenient



## Getting started: Select a PIN

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

### Call, go online or get the app

- Call eWIC Customer Service at **1-833-916-1509**
- Log on to [www.mybnft.com](http://www.mybnft.com)
- Or, visit your app store to download the **Bnft® app**

### 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 Illinois eWIC Card with you at the store to use your WIC benefits.**

## Using your Card

You can use your card wherever Illinois eWIC is accepted.

### Shop for WIC Foods

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

### Complete your purchase

- You may need to separate your WIC food from non-WIC foods.
- 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 infant formula.
- Buying, selling or otherwise misusing WIC benefits is a crime. To report suspected fraud, call **800-424-9121** or visit [www.usda.gov/oig/hotline.htm](http://www.usda.gov/oig/hotline.htm).
- Do not return WIC foods or infant formula for cash or credit.

### Card Safety

If someone finds your card and knows your PIN, they could use your benefits. Those benefits will not be replaced. For more safety tips, see the back of this brochure.

## Understanding your Benefits

It is important to know when you receive your benefits.

### Benefit availability

- Your benefits become available on the **Benefit Start Date** at 12:01 a.m. and end at 11:59 p.m. on the **Benefit End Date**.
- Benefits that have not been spent **DO NOT** carry over to the next benefit period.

### Check your benefit balance

To check your balance do one of the following:

- Check your last receipt.
- Log on to [www.mybnft.com](http://www.mybnft.com).
- Check the **Bnft app**.
- Call eWIC Customer Service at **1-833-916-1509**.

### Where to get help

- For questions about your Illinois eWIC card, please log on to [www.mybnft.com](http://www.mybnft.com), the **Bnft app** or call eWIC Customer Service at **1-833-916-1509**.
- For questions about your WIC food benefits, or if you move or change your address, please contact your local WIC agency.
- For general information about the Illinois WIC program, contact your local WIC agency.