



Illinois WIC EBT Card Guide

Your household's WIC benefits will be credited to your WIC account. You will use your Illinois WIC EBT card to purchase your benefits at WIC authorized vendors. Most stores process WIC in all checkout lanes. Check with your store to better understand how they do things. The following steps describe the general process for completing a WIC transaction and may differ slightly from store to store.

1. Take your WIC EBT card, Family Shopping List and Illinois Authorized Food List to the store to help you shop for the foods you need.
2. Tell the cashier you are using an Illinois WIC EBT card.
3. Some stores require you to separate WIC items from other purchases, ask the cashier if this is needed.
4. The cashier scans items to confirm they are WIC approved and can be purchased that day.
5. You swipe your WIC EBT card.
6. Enter your four-digit PIN.
7. The cashier gives you a receipt. Make sure you leave with your card and receipt.

Frequently Asked Questions:

How do I get WIC benefits on the account?

You get your WIC benefits on your WIC EBT card during WIC clinic visits. You will receive a list of your household's benefits for the current month and future months. It shows the start and end dates for the benefit months.

What information do I need to access my WIC account information when calling Customer Service or the accessing the cardholder website?

The name, date of birth, mailing address and zip code of the primary cardholder, also known as the Head of Household, are needed to access the account information.

Customer Service: 833-916-1509
Cardholder Website: www.mybnft.com

What if I move or change address?

Contact your WIC clinic if you move or change address to update the primary cardholder's zip code. This will be used as an identification when making changes to your account.

Do my WIC benefits expire?

Yes. WIC benefits are used for the timeframe they were issued. For example, if the start date is 5/15 and the end date is 6/14, the benefits must be used within those two dates. Any unused benefits will expire at midnight.

Do I have to purchase all the WIC benefits at one time?

No, benefits may be purchased as needed as long as benefits are available.

Is my WIC EBT card reusable?

Yes, keep your card. Each time you are issued benefits, your card will be reloaded. If you throw your card away, you will need to go in person to your WIC agency to receive a new card.

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How will I know my WIC benefit balance?

You can get a benefit balance by checking your last store receipt, by calling Customer Service, accessing the cardholder web portal and by accessing the Bnft app on your mobile device.

What if I enter the wrong PIN at the store?

If you enter the wrong PIN four times in a row you will not be able to use your card until 12:01 AM the next day. It is recommended to call Customer Service, visit the Cardholder website or app to change your PIN before the fourth attempt.

What if someone finds out my PIN that I don't want to know my PIN?

Change the PIN.

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

Be careful if you give someone your card and PIN as they could redeem all your WIC benefits. These benefits will not be replaced.

What if the store's equipment is not working?

You can go to another store that accepts the WIC EBT card.

What if one of my food items is not accepted?

If there was an item you expected to be covered by your WIC benefits but was not, it could be for the following reasons:

- The item may not be included in your list of foods issued.
- You may have already used the issued amount of that food item.
- The item may not be an approved food on the Illinois Authorized Food List.
- The product may need to be added. Contact your WIC agency to report the issue.

What if I want to buy non-WIC items while I'm shopping?

The process may vary by store, but generally you will want to use your WIC EBT card first to pay for foods covered by your WIC benefits. Then you can use other forms of payment such as SNAP, debit/credit card or cash to pay for other items.

What if I have questions about my benefits?

Contact your WIC clinic.