



Mailed WIC Card Letter

Date:

To:

Dear

Because of special circumstances, we're mailing your WIC Card to you.

Please remember these steps to use your WIC Card:

1. Make sure you know your 4-digit PIN.
 - If you don't remember your PIN, call 1-844-359-3104 to reset it anytime, day or night.
 - Enter the card holder's date of birth and zip code.
2. Check to see what WIC foods are available on your card.
 - Use the WICShopper App.
 - Look at the Shopping List if one is enclosed with the card.
 - Look at your last WIC grocery store receipt.
 - Ask at the store customer services.
 - Call the WIC clinic.
3. Buy WIC foods on or between the first and last date to spend.
 - Any foods you don't buy, won't roll over to the next benefit month.
4. Shop only at WIC authorized stores. Look for "WIC Accepted Here" signs.
5. Buy only the amounts and types of foods you have available.
6. Let the cashier know you're using a WIC Card.
7. Swipe your card and enter your 4-digit PIN when asked.
8. Keep your receipt.

Please call clinic staff at the number below for any of the following reasons:

- Questions about your WIC Card or the foods available.
- Problems using the WIC Card at the store.
- You need to make or change your next WIC appointment.

Your WIC Clinic:



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Washington WIC doesn't discriminate.

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted 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; or
2. **fax:**
(833) 256-1665 or (202) 690-7442; or
3. **email:**
program.intake@usda.gov

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Washington WIC doesn't discriminate.

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Deaf or hard of hearing customers, please call 711 (Washington Relay)
or email wic@doh.wa.gov.



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