

Replacing Cards

- I. All WIC cards that have been assigned to families that are reported lost, stolen or damaged will be deactivated,
 - a. There is no required wait period to replace a card.
- II. Participants must report lost cards to their local WIC clinic or on the ebtEDGE Cardholder Portal promptly after thoroughly searching for the card.
 - a. It is recommended that participants contact the store where the card was last used to see if the card may have been found at the store.
 - b. It is highly recommended that participants report stolen cards to the police.
 - c. Local WIC clinics and the State WIC Office must accept and respond to calls from participants reporting missing/lost/stolen/damaged cards during business hours. Participant messages left during non-business hours must be responded to the next business day.
 - d. Cards which have been reported as lost or stolen are immediately deactivated in the VISION system by local or state staff. This prevents them from being used by an unauthorized user.
- III. When a card is deactivated in VISION, the card's personal account number (PAN) is also immediately deactivated at the EBT host processor and will no longer be recognized to be used to shop at WIC vendors.
- IV. Card Replacement:
 - a. No participant will be denied a card replacement.
 - i. There is not a limit on how often cards can be replaced.
 - ii. Participants cannot be charged for replacement cards.
 - iii. There is no waiting period before a card can be replaced.
 - b. An appointment within two business days must be offered to the participant to replace the card. Cards cannot be replaced on days the clinic is closed, but appointments to replace the card should be offered the next business day. Replacement cards may be mailed to participants.
 - c. When replacing WIC cards, discuss with the parent/guardian:
 - i. The necessity of safeguarding WIC cards to protect them from being lost or damaged.
 - ii. Remind them that if they later find the lost card, it can no longer be used and has been deactivated. It should be returned to the clinic or destroyed.

- d. Before replacement cards are issued, the parent/guardian must show an acceptable form of identification.
 - e. When replacing cards, it is not necessary to first deactivate the card in VISION. The Replacement Card Setup function automatically deactivates the old card. The Deactivate Card function is used only when a participant notifies the clinic of a lost or stolen card that needs to be deactivated while waiting to receive a replacement card.
- V. When the clinic is made aware that a WIC card is being held by a known individual who is not authorized to redeem benefits (including a person who does not have custody of the WIC participant), the clinic may replace the card for the authorized parent/guardian.
- VI. In the situation of a parent/guardian who loses custody of a child, the card may be deactivated or the food benefits for the child may be removed from the account.
- VII. WIC cards may only be used by authorized persons. Providing the card PIN number and card use by any person other than a person listed as a parent/guardian, additional parent/guardian or proxy in the WIC VISION system is not allowed and may be considered a participant violation. (See Participant Violations.)