

WIC Shopper Support

What to do if you can't get your WIC foods at the store

You can use your WIC Card to purchase your WIC foods at stores that are accepting the WIC Card. If you have questions or problems at the store, please follow these directions:

Call the participant support line at **1-800-852-5770** and have this information ready:



- Your WIC Card number
- Store location (name, city, street)
- Approximate day and time of visit
- Product description (brand and size)
- Details of what happened

If possible: use your phone to take a picture of the label, ingredients and Barcode/UPC of the food you were not able to purchase

Helpful Hint! Use the CA WIC App to scan your WIC foods before heading to the register. It will tell you two things: if an item is WIC approved and if it is a current benefit on your card. Please keep in mind that some items that you were able to purchase with your WIC checks may no longer be available with your WIC Card.

Check your food balance before shopping with your WIC Card. Here are some ways to find your balance:

- Call the toll-free number on the back of your WIC card 1-844-4MY-FAMILY (1-844-469-3264)
- Use the free CA WIC App on your smart phone
- Look at your store receipt from your last shopping trip
- Get a printout at your WIC office
- Ask the cashier or customer service desk at the store to print out your WIC Food Balance

