

WIC CARDHOLDER RIGHTS AND RESPONSIBILITIES

The guardian/parent/caregiver is currently sanctioned by the WIC Program and you have been assigned to redeem the child(ren)'s WIC benefits for the sanction period beginning _____ through _____. We want to make sure that you understand the rights and responsibilities of a WIC Cardholder.

Your Rights as a WIC Cardholder:

Purchase WIC foods, which are some of the foods needed each day to be healthy. The foods are only for the WIC participant and should go with the participant in cases of joint custody, foster care, etc

Your Responsibilities as a WIC Cardholder:

- Follow the information on how to use the eWIC card properly.
 - You are responsible for the use of the card. Because the WIC Program has chosen you to be the Cardholder for this family, you are the only person allowed to purchase foods with the eWIC card.
 - You may not share the PIN or allow the parent/guardian/caregiver or alternate to use the card.
 - If you are unable to continue as the Cardholder for the sanction period, you must contact the WIC office. The WIC office will then assign a new Cardholder.
 - Food benefits will not be replaced if your eWIC card is misused by any person you give your card and/or PIN to.
 - Never share your PIN with the cashier at the store.
 - Tell WIC staff if your eWIC card is lost or stolen.
- Be honest and do not abuse the WIC Program. WIC Program abuse is monitored by the State WIC office. You may be taken off the WIC Program, have to pay money back to WIC, or have charges filed against you under State and Federal law if you abuse the Program in any of these ways:
 - Give the WIC Program false information.
 - Try to or actually return or exchange WIC foods bought with an eWIC card.
 - Try to or actually buy foods or other items that are not allowed.
 - Sell/trade/give away OR offer to sell/trade give away the eWIC card or foods purchased with the card either verbally, in print, or online.
Note: the Cardholder must provide proof of purchase if you are found to be selling/trading/giving away OR offering to sell/trade/give away WIC-approved foods that were not purchased with an eWIC card
 - Accept credit or cash for WIC foods.
 - Steal an eWIC card from the WIC office or a participant.
 - Falsely stating that an eWIC card or WIC food was lost or stolen.
 - Use abusive language, threaten, or be physically violent with people at the WIC office or while shopping for WIC foods.

By signing my name, I acknowledge that:

- I have read or WIC staff has read to me the WIC Rights and Responsibilities of a WIC Cardholder, and I have a copy.
- I have received an eWIC card.
- I have reviewed the training materials provided by the WIC staff.
- I will use the card properly.

If I refuse to sign this form, I understand that benefits will not be issued to the eWIC card.

WIC Cardholder Name

Family ID No.

SIGNATURE – WIC Cardholder

Date Signed

SIGNATURE AND TITLE OF WIC STAFF APPROVING CARDHOLDER

Date Signed

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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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