



Farmers Market Nutrition Program (FMNP)

HELP PHONE NUMBERS for Seniors

How to	Message you will hear when you call	Phone Number	Then
<p>To check the balance on your FMNP card</p> <p>Or</p> <p>To change your PIN number</p>	<p>Thank you for calling the “Washington e-WIC Customer Service Line”</p> <p><i>Even if it says it is for WIC, Seniors should use this number too!</i></p> <p>This is an automated message and is available 24/7.</p> <p>You won’t get a person on this phone number.</p>	<p>Automated Help</p> <p>(844) 359-3104</p>	<p>Press “1” for English Press “9” for Spanish</p> <p>It will say, “Enter your 16 digit e-WIC card number.” <i>Seniors should enter their the 16 digit number on the front of their Senior FMNP card.</i></p> <p>Press “*” to start over</p> <p>To change PIN, press the # 1 <i>Seniors will need to enter their full birthday (day/month/year) and zip code.</i></p> <p>To check your balance, press the # 2 It will say: “These benefits are available until Oct 31” \$40 FMNP \$40 Senior FMNP</p> <p>It will say, “More questions, contact your local WIC clinic.” <i>If Seniors have more questions, please call Customer Service at (800) 841-1410.</i></p> <p>Press #1 to hear the message again</p>
<p>You can call to get a PIN for first time or solve any problem with your PIN number.</p> <p>You can get a QR code if your Senior FMNP card is lost.</p> <p>Ask a person any other questions!</p>	<p>Hello and thank you for calling the</p> <p>“Washington WIC Nutrition and Farmers Market Program”</p> <p>Hours Mon-Fri: 8:00 am-5:00pm Sat-Sun: 9:00am-4:00pm</p> <p>You will get a real person.</p>	<p>Customer Service</p> <p>with a real person</p> <p>(800) 841-1410</p> <p>Then “0”</p>	<p>Press “8” for Spanish</p> <p>Press “0” for Farmers Market Assistance or to speak to a Customer Service representative</p> <p>Press “7” to hear this menu again</p>

The total is \$80. For some Seniors benefits are broken into \$40 + \$40. This is due to two separate funding sources. For some Seniors, it will say \$80. Both ways, the total is still \$80.

Please Note: Seniors **do not** need to call in to activate their FMNP card. Their cards will be automatically activated by DSHS; however, it will take a few days.