Date (e.g. February 2, 2012)

Personal Name

Address

City, State, Zip

**MyWIChildCare EBT Card PIN Reset Notice**

The Department/ Local Agency identified that your MyWIChildCare card may have been used by another person. Your PIN has been reset to protect your information and child care subsidy funds.

To reset your PIN**,** call FIS Parent Customer Service Line at 1-877-201-7601. The customer service line will walk you through each step to reset your PIN.

Keep your information and child care subsidy funds safe by following these tips:

* Treat your card like a debit card. Never share your MyWIChildCare card, account number, and PIN with your child care provider or anyone else.
* Keep your card in a safe place.
* Do not write your PIN on your card.
* Select a PIN that is difficult to guess.
* Never share a photo, or copy of your card, account number, or PIN.
* Email the Department of Children and Families at [DCFMBCHILDCAREFRAUD@wisconsin.gov](mailto:DCFMBCHILDCAREFRAUD@wisconsin.gov) if someone asks for or takes your card or account information.

**Remember: You are the only authorized person who can use this card.**

If you have any questions or concerns about the PIN reset, please contact your local agency.

Sincerely, ­

Individual Name, Position Title

Agency Affiliation

DCF-F-5181-E (R. 01/2021)