

INTRODUCING WILLOW!

Florida Department of Health is excited to introduce WIC's Virtual Assistant!

Willow is available to chat in English, Spanish, and Haitian Creole. She is available on our website, Florida WIC's mobile app, WhatsApp (text 833-703-4425), or by calling 800-342-3556. Your local health department may also have Willow on a kiosk to assist you.

What can Willow do for you today?

- Answer frequently asked questions about WIC program eligibility and participation.
- Find and validate your WIC program account.
- Provide a list of all upcoming appointments for participating family members.
- Schedule, reschedule, cancel, and check in to WIC appointments.
- Obtain information needed for eligibility determination (e.g., your household income).
- Upload verification documents.

Over time, Willow's abilities as your virtual assistant will grow and improve. Willow will be available to assist WIC families 24/7.

Visit [FLWIC.com](https://www.flwic.com) to find Willow in the lower right corner of the screen and start exploring what Willow can do for you today!



**For more information, please visit
[FLWIC.com](https://www.flwic.com) or call 800-342-3556.**

This institution is an equal opportunity provider.

