



## Q & A for Customers

### **Q. Will Community Rewards be replacing the reloadable gift card program?**

A. Yes. In an effort to simplify our community giving, we have launched Community Rewards. No longer will you need to reload gift cards to earn for the organization of your choice – all you need to do is link your loyalty card to the organization of your choice and shop with King Soopers just like you always do!

### **Q. Is my personal information secure in the enrollment process?**

King Soopers does not sell, trade or rent our customers' personal information to outside companies or marketing firms. Our complete Privacy Policy is available at [www.kingsoopers.com](http://www.kingsoopers.com).

### **Q. After I enroll my rewards card with an organization, how long is it before my purchases start benefitting them?**

Earning for your designated nonprofit organization will begin immediately after registering and linking your SooperCard. You may verify enrollment by going to [www.kingsoopers.com](http://www.kingsoopers.com) and clicking on My Account.

### **Q. How often do I need to re-enroll my loyalty card?**

Customers will automatically stay enrolled in the organization of their choice until they decide to switch organizations or no longer participate. Customers can change their selected organization or end their participation at any time by going to [www.kingsoopers.com](http://www.kingsoopers.com) and clicking on My Account.

### **Q. Does everything in my shopping card count towards my donation to my selected organization?**

Supporters earn rewards on most items every time they shop. However, there are specific items that are not included : alcohol, tobacco products, government-assisted pharmacy expenses, postage stamps, Kroger Co. Family of Stores Gift Cards, Green Dot reloadable products, MoneyPaks, 1-2-3 Rewards Reloadable Visa Prepaid Debit Card, ReCharge Cards, American Express Variable Load Gift Cards, Visa Variable Load Gift Cards, MasterCard Variable Load Gift Cards, bottle deposits, lottery and promotional tickets, money orders, Western Union, fuel and sales tax are excluded from eligible purchases. Eligible pharmacy purchases include out-of-pocket co-pays for nongovernment assisted pharmacy programs.



**Q. May I support more than one organization at a time through King Soopers Community Rewards?**

Your SooperCard may only be linked to one organization at a time. However, you may change your selected nonprofit at any time.

**Q. Can we call and have the King Soopers office link our card to the organization of our choice?**

Each person must register under their own individual account. All customers must enroll through [www.kingsoopers.com/communityrewards](http://www.kingsoopers.com/communityrewards).

**Q. What do I do if I don't know my organization's number?**

Simply look up the organization by the name.

**Q. What if I don't own a computer?**

We are hoping that your organization will assist you if you don't have a computer. Otherwise, most libraries have public access to computers.

**Other questions may be answered by calling 1-800-576-4377**