

## FREQUENTLY ASKED QUESTIONS AND ANSWERS

### **KROGER COMMUNITY REWARDS ENROLLMENT PROCESS:**

- 1) How long will it take for Kroger to assign my organization's number and how will I be notified?  
***You will be emailed your exclusive organization number within 10 to 14 business days of Kroger receiving all required documentation.***
- 2) Will my organization need to be re-enrolled each year?  
***No, organizations will not need to enroll each year, but each participant of your organization will be required to re-enroll his or her Kroger Plus Card on an annual basis.***
- 3) Why do my participants have to re-enroll next year if they were already participating ***The Kroger Community Rewards program will be evaluated every year and changes will be considered based on the success of the program. It also gives each organization an opportunity to refresh their participation by spreading the word to new participants and keeping the previous participants informed of any changes to the program.***

### **SIGNING UP MY ORGANIZATIONS MEMBERS:**

- 4) Can I as the organization coordinator fax or mail my list of participants to Kroger?  
***No. Enrollment for all organizations participants must be processed through our secure website at [krogercommunityrewards.com](http://krogercommunityrewards.com).***
- 5) Can the organization coordinator register the Kroger Plus Cards for everyone in his/her organization?  
***No. Each individual must enroll his or her own Kroger Plus Card. This information is used to update their Kroger Plus Card information and due to privacy concerns, we cannot share it. Incorrect information would impact offers in the mail, fuel rewards, and other special promotions the customer receives.***
- 6) How can I reach my organizations participants at one time and tell them about the program? I don't want to mail a letter to every participant.  
***Kroger has made it easy to communicate with your participants about the Kroger Community Rewards program. Once you have received your exclusive organization number from Kroger, just publish our website address [krogercommunityrewards.com](http://krogercommunityrewards.com) in a group email, newsletter, or bulletin.***
- 7) How do participants enroll if they do not have internet access?  
***Nonprofit coordinators assume the responsibility for enrolling their participants who do not have internet access. Options include:  
The public library has computers with internet access that they can use.  
They can seek assistance from one of your participants who has a computer.***
- 8) As an organization coordinator, can I recruit people to sign up with our organization at one of our public events or in front of a Kroger store?  
***This program is designed for your organization's participants, friends, supporters and family members. No solicitation to the public is allowed.***

### **KEEPING TRACK OF QUARTERLY REWARDS:**

- 9) How much can an organization earn?  
***Kroger will pay up to \$1.5 million on an annual basis to participating organizations based on their percentage of spending as it relates to the total spending of all participating Kroger Community Rewards organizations. Kroger limits a participating organization's earned rewards to a maximum of \$10,000 per cycle. Kroger limits a participating household's earned rewards to a maximum of \$300 per cycle. The minimum cycle payout is \$25 per organization. In the event that an organization earns less than \$25 in a cycle, Kroger will hold the amount until the next quarter that the reward exceeds \$25 or***

**until the end of the program term, whichever comes first. Your cycle rewards check will be mailed within 30 days after the close of each cycle.**

- 10) When will my organization receive reward checks?

**The payment/donation schedule is:**

**Cycle 1: August 28, 2018 – November 26, 2018: Donations sent by December 29**

**Cycle 2: November 27, 2018 – February 25, 2019: Donations sent by March 29**

**Cycle 3: February 26, 2019 – May 27, 2019: Donations sent by June 30**

**Cycle 4: May 28, 2019 – August 26, 2019: Donations sent by September 29**

- 11) Does Kroger have any restrictions on how our organization uses the rewards we earn?

**All proceeds derived from the Kroger Community Rewards must be used for charitable purposes within the communities Kroger serves and cannot be used for political, legal or administrative purposes. Kroger Community Rewards has the discretion and right to terminate any organization from the program at any time if it is determined that any of the proceeds are used for political, legal, or administrative purposes.**

#### **CHANGING YOUR NONPROFIT INFORMATION:**

- 12) How do I update information that may change for my organization (primary contact, new address, etc.)?

**Mail or Email updates on your organization's letterhead to:**

**Kroger Food Stores**

**Attn: Corporate Affairs**

**19245 David Memorial Drive**

**Shenandoah, TX 77385**

**Email: [HOkrogercommunityrewards@kroger.com](mailto:HOkrogercommunityrewards@kroger.com)**

#### **PROTECTING THE PRIVACY OF YOUR ORGANIZATION'S PARTICIPANTS:**

- 13) Once I have enrolled, is my personal information secure?

**We do not sell trade or rent our customers' personal information to outside companies or marketing firms. Please read our complete Privacy Policy online at [kroger.com](http://kroger.com).**

#### **QUESTIONS ABOUT THE KROGER COMMUNITY REWARDS PROGRAM IN GENERAL:**

- 14) After I enroll my Kroger Plus Card with an organization, how long before my purchases start counting towards the rewards?

**Your purchases will begin earning rewards for your designated organization within 7 to 10 business days of registering your Kroger Plus Card.**

- 15) How do I know if my Kroger Plus Card is enrolled?

**Within 7 to 10 business days of successfully enrolling your Kroger Plus Card, you will see at the bottom of your Kroger receipt: At your request, Kroger is donating to "your organization name."**

- 16) Does everything in my shopping cart count towards my donation to my organization?

**Supporters can earn rewards on almost anything, every time they shop. However, there are specific purchases that cannot be included: Alcohol, Tobacco, Government Assisted Pharmacy Expenses, Postage Stamps, All 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 non-government assisted pharmacy programs.**

- 17) Can I give to more than one organization?

**No. Your Kroger Plus Card can be linked to only one organization at a time. However, you may change your nonprofit organization designation online by going to [krogercommunityrewards.com](http://krogercommunityrewards.com)**

**Have questions not answered here?**

**Please contact Kroger Gift Services office, Monday through Friday at 1.866.995.7643.**