

## FOOD 4 LESS & FOODS CO COMMUNITY REWARDS PROGRAM



### FREQUENTLY ASKED QUESTIONS AND ANSWERS

**1. Question: How much can my favorite community organization earn?**

*Answer: The 'Term' beginning 9/1/2011 through 8/31/2012 is based on a sliding scale of household monthly purchases as follows:*

*Up to \$500 - 4%*

*Over \$500 - 5% of amount over \$500*

Food 4 Less and Foods Co combined, limits their quarterly contributions to a maximum contribution of \$200,000 to be distributed among all participating eligible organizations. Food 4 Less and Foods Co limits a quarterly household contribution to \$150. In the event that total earned contributions exceed the maximum contribution limit, Food 4 Less and Foods Co will prorate and reduce the contributions based on the total contributions earned by all participating organizations and their members.

**2. Question: Does Food 4 Less/FoodsCo have any restrictions on how my community organization uses the rewards I help earn?**

*Answer: All proceeds derived from the Community Rewards Program must be used for charitable purposes within the communities Food 4 Less/FoodsCo serve and cannot be used for political, legal or administrative purposes. Food 4 Less/FoodsCo 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*

**3. Question: Once I have enrolled, is my personal information secure?**

*Answer: 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 [www.food4less.com](http://www.food4less.com) or [www.foodsco.net](http://www.foodsco.net)*

**4. Question: Privacy is important to me personally as well. What information will you share with my organization?**

*Answer: The quarterly reports sent to your chosen community organization will show your Food 4 Less/FoodsCo Rewards Card Number, your first name, your last name and your donation amount. Your information will not be shared with anyone else. Please read our complete Privacy Policy online at [www.food4less.com](http://www.food4less.com) or [www.foodsco.net](http://www.foodsco.net)*

**5. Question: Can I enroll my Fuel Rewards Card?**

**Answer:** Yes, we prefer that you register your Fuel Rewards Card and link it to your organization.

**6. Question: After I sign up my Food 4 Less/FoodsCo Rewards Card with an organization, how long before my purchases start counting towards my organization?**

**Answer:** Your purchases will begin counting for your designated organization within 72 hours of signing up your card online (after the beginning date of the Term).

**7. Question: How do I know my Food 4 Less/FoodsCo rewards Card is registered?**

**Answer:** Within 7-10 business days of successfully registering your Food 4 Less or FoodsCo Rewards Card or your Fuel Rewards Card online, you will see at the bottom of your receipt "At your request, Food4Less or Foods Co is donating to 'your organization name'."

**8. Question: Does everything in my shopping cart count towards my donation to my organization?**

**Answer:** Supporters can earn rewards on almost everything, every time they shop! However, there are specific purchases that cannot be included: alcohol, tobacco, pharmacy, postage stamps, giftcards and Green Dot Prepaid Cards, gift certificates, CRV, fluid milk and milk products, lottery and promotional tickets, fuel, fuel center purchases, and Sales Tax.

**9. Question: Can I give to more than one organization at a time?**

**Answer:** No. Your Food 4 Less/FoodsCo Rewards Card can be linked to only one organization at a time. However, you may choose to give to two organizations annually by changing your non-profit organization designation after six months. That way, you can give to one organization for six months and then the other for six months.

**10. Question: How do I change my contribution to link to a different organization?**

**Answer:** Just go online at [www.food4less.com](http://www.food4less.com) or [www.foodsco.net](http://www.foodsco.net), click on Sign In, click on My Account, click on Community Rewards, click on Edit Community Rewards then complete the information with your new organization number.

**11. Question: What are the step-by-step instructions to register my Food 4 Less/Foodsco or Fuel Rewards card online?**

**Answer:**

**IF YOU HAVE NEVER REGISTERED YOUR REWARDS CARD ONLINE**

**NOTE: We have a secured website, these procedures will apply to everyone who has not entered their email address and assigned a password.**

1. Log in to [www.food4less.com](http://www.food4less.com) or [www.foodsco.net](http://www.foodsco.net) (whichever applies)
2. Click Services
3. Click on Community Rewards
4. Click on Enroll
5. If you are a new ONLINE CUSTOMER, you must click on GET STARTED, SIGN UP TODAY in the 'Create An Account' section.
6. Sign up for a Food 4 Less Account by following the steps on the website.
7. After you create your online account, you can then link your organization to your account.

**IF YOU HAVE ALREADY REGISTERED YOUR REWARDS CARD ON-LINE  
AND WANT TO CHANGE YOUR ORGANIZATION**

**(This means that you have already entered your email address and assigned yourself a password)**

1. Log in to [www.food4less.com](http://www.food4less.com) or [www.foodsco.net](http://www.foodsco.net) (whichever applies)
2. Click Sign In
3. Enter your email address and password
4. Click on 'My Account' (In the top right hand corner)
5. View all you information and edit as necessary

12. *Question:* I do not have a Food 4 Less or Foods Co Rewards card, can I get one from the store or apply for a card online?

***Answer: No. The Food 4 Less/FoodsCo Rewards cards are given to you by your organizations' coordinator. Once you receive your card from your organization you return to the website to register your card.***

13. *Can I just enroll my Food 4 Less/FoodCo or Fuel Rewards card rather than getting a Community Rewards Card?*

***Answer: Yes, that is the preferred card to use.***

14. *Question:* What if I or my family members don't have access to a computer or an email address, how do I donate to my favorite organization?

***Answer: There is an alternate registration method, a scanbar letter. Just have your organization coordinator call us at 1-800-443-4438 and we will mail a scanbar letter directly to your organization. Your coordinator can make copies and just take your copy to the store the next time you shop and scan it within your order along with your rewards card and you will be linked with your organization for the duration of the current term.***

**HAVE QUESTIONS NOT ANSWERED HERE?**

**Please contact us at 1-800-443-4438  
Monday – Friday, 8am – 4pm**