

PROTECTING THE PRIVACY OF YOUR ORGANIZATION'S MEMBERS:

15. *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.Kroger.com.**
16. *Question:* Privacy is important to me personally as well. What information will you share with my organization?
Answer: **The quarterly reports will only show the total amount earned by the participants; no other information will be shared. Please read our complete Privacy Policy online at www.Kroger.com.**

QUESTIONS ABOUT THE KROGER COMMUNITY REWARDS PROGRAM IN GENERAL:

17. *Question:* After I sign up my Kroger Plus Card with an organization, how long before my purchases start counting towards the rewards?
Answer: **Your purchases will begin earning rewards for your designated organization within 7-10 business days of registering your Kroger Plus Card online (after the program's official start date of May 1).**
18. *Question:* How do I know my Kroger Plus Card is registered?
Answer: **Within 7-10 business days of successfully registering your Kroger Plus Card, you will see at the bottom of your Kroger receipt "At your request, Kroger is donating to 'your organization name'."**
19. *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, government-assisted pharmacy expenses, postage stamps, Kroger giftcards and Green Dot Prepaid Cards, gift certificates, bottle deposits, lottery and promotional tickets, fuel, fuel center purchases, office services and Sales Tax. Eligible pharmacy purchases include out-of-pocket co-pays for non-government-assisted pharmacy programs.**
20. *Question:* Can I give to more than one organization at a time?
Answer: **No. Your Kroger Plus Card can be linked to only one organization at a time. However, you may choose to give to two organizations 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.**
21. *Question:* How do I change my Kroger Plus Card to contribute to a different organization?
Answer: **Just go online at www.krogercommunityrewards.com and follow the member enrollment steps.**

HAVE QUESTIONS NOT ANSWERED HERE?

Email KCR18@kroger.com

Phone 1-877-745-7444

Monday – Friday, 9am – 4pm