

## FOOD 4 LESS & FOODS CO COMMUNITY REWARDS PROGRAM



### FREQUENTLY ASKED PARTICIPANT QUESTIONS AND ANSWERS

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

*Answer: The 'Term' beginning 9/1/2014 through 8/31/2015 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: Due to our privacy policy your information will not be shared with anyone. 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: How can I see my individual quarterly donation?**

**Answer:** Exciting News! Food 4 Less contributions made on your behalf are now available on your online account. Just go to [www.food4less.com](http://www.food4less.com) or [www.foodsco.net](http://www.foodsco.net), sign in, click on My Account then scroll to the Community Rewards section on your account page. The contribution made from the most recent payout based on your purchases is shown in the Community Rewards section.

**12. 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 on 'Create an Account'
3. Follow the 5 easy steps to create an online account
4. You will be instructed to go to your email inbox to confirm your account

5. After you confirm your online account by clicking on the link in your email, return to [www.food4less.com](http://www.food4less.com) or [www.foodsco.net](http://www.foodsco.net) and click on 'my account' (you may have to sign in again first).
6. View all your information and edit as necessary
7. Link your card to your organization by clicking on:
  - a. Community Rewards
  - b. Edit my community rewards program and follow the instructions
  - c. Remember to click on the circle to the left of your organizations' name

**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)
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 your information and edit as necessary
6. Link your card to your organization by clicking on:
  - a. Community Rewards
  - b. Edit community rewards program and follow the instructions
  - c. Remember to click on the circle to the left of your organizations' name

13. **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.

14. **Question:** *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.

15. **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**