

## FREQUENTLY ASKED QUESTIONS AND ANSWERS

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

*Answer:*

Kroger will pay up to \$1,250,000 on a quarterly 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 its quarterly contributions to a maximum contribution of \$1,250,000 to be distributed among all participating eligible organizations.
- Kroger limits a participating organization's earned rewards to a maximum of \$50,000 quarterly.
- Kroger limits a participating household's earned rewards to a maximum of \$300 quarterly.
- The minimum quarterly reward payout is \$25 per organization. In the event that an organization earns less than \$25 in a quarter, 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 community organization's quarterly rewards check will be mailed or personally delivered to the organization by a Kroger representative within one month of the close of each quarterly cycle.

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

5. *Question:* After I sign up my Kroger Plus Card with an organization, how long before my purchases start counting towards rewards?

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

6. *Question:* How do I know my Kroger Plus Card is registered?

**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"**

11. *Question:* Why do I have to re-register next year if I'm already participating prior to May 2010?

**The *Kroger Community Rewards* Program will be evaluated every year and changes will be considered based on the success of the program. By making a one-year commitment to Kroger, Kroger is also making a one-year commitment to you and your favorite community organization. It also gives each organization an opportunity to refresh its membership by spreading the word to new members and keeping the previous members informed about any changes to the program. The annual reenrollment will also help your favorite organization and Kroger maintain an updated list of group members' current address information, etc.**

**HAVE QUESTIONS NOT ANSWERED HERE?**

**Please contact us at 1-800-837-4483**

**Monday – Friday, 9am – 4pm**