



## Q & A for Customers

### **Q. Is my personal information secure in the enrollment process?**

City Market does not sell, trade or rent our customers' personal information to outside companies or marketing firms. Our complete Privacy Policy is available at [www.citymarket.com](http://www.citymarket.com).

### **Q. After I enroll my rewards card with an organization, how long is it before my purchases start benefitting them?**

Earning for your designated nonprofit organization will begin within 7 to 10 business days of registering and linking your City Market value card. You may verify enrollment by going to [www.citymarketcommunityrewards.com](http://www.citymarketcommunityrewards.com) and clicking on My Account.

### **Q. How often do I need to re-enroll my loyalty card?**

Each person participating in the City Market Community Rewards program must re-enroll their cards each year. We will begin open enrollment on Dec. 1, 2015 for the 2016 year. Your selection will not roll over year to year. Once you are in your account, you can simply hit the "re-enroll" button and select your organization.

### **Q. Does everything in my shopping card count towards my donation to my selected organization?**

Supporters earn rewards on most items every time they shop. However, there are specific items that are not included : alcohol, tobacco products, government-assisted pharmacy expenses, postage stamps, Kroger Co. Family of Stores Gift Cards, Green Dot reloadable products, MoneyPaks, 1-2-3 Rewards Reloadable Visa Prepaid Debit Card, ReCharge Cards, American Express Variable Load Gift Cards, Visa Variable Load Gift Cards, MasterCard Variable Load 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 nongovernment assisted pharmacy programs.

### **Q. May I support more than one organization at a time through City Market Community Rewards?**

Your City Market value card may only be linked to one organization at a time. However, you may change your selected nonprofit at any time at [www.citymarketcommunityrewards.com](http://www.citymarketcommunityrewards.com).

### **Q. Can we call and have the City Market office link our card to the organization of our choice?**

Each person must register under their own individual account. All customers must enroll through [www.citymarketcommunityrewards.com](http://www.citymarketcommunityrewards.com).

### **Q. What do I do if I don't know my organization's number?**

Just look up the organization by the name.

### **Q. What if I don't own a computer?**

We are hoping that your organization will assist you if you don't have a computer. Otherwise, most libraries have public access to computers.

**Other questions may be answered by calling 1-800-576-4377**