



Q & A for Participants

Q. Is my personal information secure in the enrollment process? Will my information be shared with my selected organization?

A. Smith's does not sell, trade or rent our customers' personal information to outside companies or marketing firms. Our complete Privacy Policy is available at www.smithsfoodanddrug.com

Q. Will enrollment in the Community Rewards Program affect my Fuel Points?

A. Enrollment will not affect your fuel points. You earn rewards in both programs.

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

A. Your purchases will begin earning for your designated nonprofit organization immediately after enrolling. You may verify enrollment by going to www.smithscommunityrewards.com and clicking on Account Summary. Organization will appear in Community Rewards Information.

Q. Do all my purchases count towards a donation to my selected organization?

A. Participants earn rewards on most items every time they shop. However, there are specific items that are not included: Purchase of Alcohol, Tobacco, Government Assisted Pharmacy Expenses, Postage Stamps, Kroger Co. Family of Stores Gift Cards, Green Dot Prepaid 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**.

Q. May I support more than one organization at a time through Smith's Community Rewards?

A. Your Smith's rewards card may only be linked to one organization at a time. However, you may change your selected nonprofit at any time in your Account Summary at www.smithscommunityrewards.com

Q. May we connect our rewards card to a nonprofit organization at a Smith's store by using a barcode letter or preloaded rewards card?

A. Letters with barcodes or preloaded cards will not be used to enroll supporters through the check stands in the Smith's Community Rewards program. All individual enrollments will be completed on our secured website: www.smithscommunityrewards.com

Q. What if I do not have access to a computer?

A. Participants that do not have access to a computer may ask for a Smith's Community Rewards Enrollment Form at the Customer Service booth at any Smith's Store.

Q. How do I see my individual quarterly donation to the organization I am enrolled in?

A. Smith's Community Reward contributions made on your behalf are available on your online account. Visit www.smithscommunityrewards.com sign in, click on your name, then scroll to the community Rewards section. The contribution made from the most recent payout based on your purchases is shown.

Q. Do I have to have a *rewards* card to participate?

A. You must have a registered Smith's *rewards* card account to link to an organization. If you do not yet have a Smith's *rewards* card, they are available at the customer service desk at any Smith's.

Q. How do I find out my *rewards* card number if I only use my alternate ID when I shop?

A. Call 800-576-4377, select option 3 to get your Smith's *rewards* card number.

Other questions may be answered by calling 1-888-876-4847 select option 3