

## RALPHS COMMUNITY CONTRIBUTIONS PROGRAM



### FREQUENTLY ASKED CUSTOMER QUESTIONS AND ANSWERS

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

***Answer:*** *Ralphs gives \$500,000 each quarter and that amount is prorated based on your Eligible shopping purchase and the amount of Eligible Organizations.*

2. *Question:* Does Ralphs have any restrictions on how my community organization uses the rewards I help earn?

***Answer:*** *All proceeds derived from the Community Contribution Program must be used for charitable purposes within the communities Ralphs serve and cannot be used for political, legal or administrative purposes. Ralphs 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.ralphs.com](http://www.ralphs.com).*

4. *Question:* Privacy is important to me personally as well. What information will you share with my organization?

***Answer:*** *Your information will not be shared with anyone. Please read our complete Privacy Policy online at [www.ralphs.com](http://www.ralphs.com).*

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

***Answer:*** *Your purchases will begin counting for your designated organization within 72 hours of signing up your card online.*

6. *Question:* How do I know my Ralphs rewards Card is registered?

***Answer:*** *Within 7 days of successfully registering your Ralphs rewards Card online, you will see at the bottom of your Ralphs receipt "At your request, Ralphs is donating to 'your organization name'."*

7. *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.***

8. *Question:* Does participation in the program interfere with my individual fuel Rewards?

***Answer: No. Your individual fuel rewards are awarded to you and your household. Your Community Contributions are for your favorite community organization. Even though both programs are based on your Ralphs purchases and are linked to your Ralphs rewards Card, the two programs are completely unrelated to each other.***

9. *Question:* Can I give to more than one organization at a time?

***Answer: No. Your Ralphs 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 Ralphs rewards Card to contribute to a different organization?

***Answer: Just go online at [www.ralphs.com](http://www.ralphs.com), click on Sign In, enter your email address and password, click on Community Rewards then complete the information with your new organization number.***

11. How can I see my individual quarterly donation?

***Answer: Exciting News! Ralphs contributions made on your behalf are now available on your online account. Just go to [www.ralphs.com](http://www.ralphs.com), click on sign in, enter your email address and password, click on your name, click on My Account, click on Community Rewards, you will see your previous quarter contribution.***

12. *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: You can call us at 1-800-443-4438 and we will be happy to link your rewards card or phone number with your organization for the duration of the current term.***

13. *Question:* What if I don't know what my card number is because I use my phone number?

***Answer: As long as you know your alternate ID (phone number) you can donate by registering on line. If you need assistance, please call 1-800-443-4438.***

**HAVE QUESTIONS NOT ANSWERED HERE?**

**Please contact us at 1-800-443-4438  
Monday – Friday, 8am – 4pm**