# RALPHS COMMUNITY CONTRIBUTIONS PROGRAM

## FREQUENTLY ASKED QUESTIONS AND ANSWERS

**ABOUT THE QUARTERLY REWARDS:**

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

***Answer: The 'Term' beginning 9/1/2009 through 8/31/2010 is based on a sliding scale of household monthly purchases as follows:***

| | |
|---|---|
| ***-Up to $200 per month of eligible purchases*** | ***1%*** |
| ***-Between $200.01 and $350 per month of eligible purchases*** | ***2% of amount over $200*** |
| ***-Between $350.01 and $500 per month of eligible purchases*** | ***3% of amount over $350*** |
| ***-Over $500 per month of eligible purchases*** | ***4% of amount over $500*** |

Ralphs Community Contributions limits their quarterly contributions to a maximum of $750,000 to be distributed among all participating eligible organizations, and $150 per individual REWARDS Card or household. In the event that total earned contributions exceed the maximum contribution limit, Ralphs will prorate and reduce the contributions based on the total contributions earned by all participating organizations and their members.

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.***

**PROTECTING YOUR PRIVACY:**

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.***

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

***Answer: The quarterly reports sent to your chosen community organization will show your Ralphs rewards Card Number, your first name, your last name and your donation amount. Your information will not be shared with anyone else. Please read our complete Privacy Policy online at www.ralphs.com.***

**GENERAL QUESTIONS ABOUT THE RALPHS *COMMUNITY CONTRIBUTIONS* PROGRAM:**

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 (after the beginning date of the Term).***

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

***Answer: Within 7-10 business 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, bottle deposits, lottery and promotional tickets, fuel, fuel center purchases, and Sales Tax.***

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

***Answer: No. Your individual 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 and follow the member enrollment steps.***

11. *Question:* Why do I have to re-register next year if I'm already participating prior to September 2009?

***Answer: The Ralphs Community 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***

***Ralphs, Ralphs 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 re-enrollment will also help your favorite organization and Ralphs maintain an updated list of group members' current address information, etc.***

12. *Question:* What are the step-by-step instructions so I can register my Ralphs *rewards* card online?

***Answer:***

**IF YOU HAVE NOT REGISTERED YOUR REWARDS CARD ONLINE**

**NOTE: Since our website is now secured, these procedures will apply to everyone who has not entered their email address and assigned a password.**

1. Log in to www.ralphs.com
2. Click on Sign In/Register
3. Most participants are new online customers, so they must click on SIGN UP TODAY in the 'New Customer?' box.
4. Sign up for a Ralphs Account by entering zip code, clicking on favorite store, entering your email address and creating a password, agreeing to the terms and conditions
5. You will then get a message to check your email inbox and click on the link within the body of the email.
6. Click on My Account and use your email address and password to proceed to the next step.
7. Click on Edit Community Contribution information and input your Ralphs REWARDS card number.
8. Update or confirm your information.
9. Enter NPO number or name of organization, select organization from list and click on confirm.
10. To verify you are enrolled correctly, you will see your organization's name on the right side of your information page.
11. You have now completed your Online rewards card registration AND your Community Contributions registration.
12. Click on 'Logout' at the top of the page

**IF YOU HAVE ALREADY REGISTERED YOUR REWARDS CARD ON-LINE**

**(This means that you have already entered your email address and assigned yourself a password)**

1. Log in to www.ralphs.com
2. Click Sign In/Register
3. Enter your email address and password
4. Click on 'sign in'
5. Click on 'My Account' (In the top right hand corner)
6. View all your information and edit as necessary
   a. To make a change to your organization selection:
   b. Click on 'Edit Community Contribution Program Information'

c. Confirm your card number and click on 'Save Changes'
d. Review your personal information and/or make any corrections and click on 'Save Changes'
e. Type in part of your organizations name and click 'Search'
f. In the 'Select Your Organization Section', click on the bubble next to your organizations' name
g. Click on 'Save Changes'
h. Review all information shown on your account
i. You will now see all of the changes your made and your account is updated
j. Click on 'Logout' at the top of the page

13. *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 or phone number and you will be linked with your organization for the duration of the current term.***

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

***Answer: Just call our Ralphs rewards card hotline at 1-800-660-9003. Let the representative know that you need ALL digits to your card in order to register for the Community Contributions program.***

**HAVE QUESTIONS NOT ANSWERED HERE?**

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