



KROGER NEIGHBORHOOD REWARD PROGRAM

Fundraising for City Gospel Mission



1. How does the Kroger gift card fundraising program work?

- Contact Melissa Triantafillou at City Gospel Mission to request your special Kroger gift card. Melissa can be reached at melissat@citygospelmission.org or (513) 345-1032. Your card will be mailed to you with a \$1 balance.
- Reload (add value to) your gift card in any amount up to \$250 every time your balance gets low. The gift card can be reloaded at the Kroger Customer Service Desk or in a check-out line. However, the card must be reloaded in a *separate* transaction prior to your groceries being scanned.
- Do not throw away your card after the value is depleted. Please continually reload your card with more dollars and use the card each time you buy Kroger groceries and gas.
- **Kroger donates 4% of every dollar spent on these special gift cards to City Gospel Mission.**

2. What if I lose or throw away my card?

- Just as with the gift cards sold at Kroger stores, Kroger and City Gospel Mission cannot be responsible for the card value if a card is lost, stolen, damaged or destroyed.
- If you have lost or thrown away your card but would like to continue to participate in the fundraising program, contact City Gospel Mission to request a new card. Call (513) 345-1032 or email melissat@citygospelmission.org.
- Occasionally cards become demagnetized. This is rare but it does happen. If your card is demagnetized, use the balance on the card and then contact City Gospel Mission to request a new one.
- Fund Raising gift cards cannot be purchased at Kroger. They will not be linked to City Gospel Mission. A new card must be requested from City Gospel Mission.

3. What can be purchased with Kroger Gift Cards?

- Any merchandise in a Kroger Store, with the exception of services, (Money Orders, Western Union, Lottery Tickets, Stamps, and Ticket Master) can be purchased with a card.
- Gift cards may be used at Kroger Fuel Centers too!

4. Do other stores accept Kroger gift cards?

- Kroger gift cards are accepted at all Kroger Affiliated Stores throughout the U.S. These include Kroger, Fred Meyer, Ralphs, Fry's and Fry's

Marketplace, King Soopers, Dillons, Smith's Food & Drug, City Market, QFC, Food 4 Less, Owen's, FoodsCo., Hilander, Pay-Less, Cala-Bell, Baker's, JayC, Fred Meyer Jewelers, Littman & Barclay Jewelers.

5. *How do I find out the balance on my gift card?*

- There are four ways to obtain the balance on your gift card. The balance will be printed on the bottom of your cash register receipt, visit www.qcbalance.com, call (866) 822-6252, or your cashier can check your balance.

6. *Will the gift card be identified as a City Gospel Mission fundraising card?*

- Yes, your card will have both a Kroger Neighborhood Program sticker and a City Gospel Mission sticker to identify the gift card as a fundraising card. This should help you tell the card apart from other Kroger gift cards you may have.

7. *Will my card expire?*

- As long as you carry a balance on the card, it will not expire. However, cards with a zero balance for 90 days will become inactive. A new card will need to be requested from City Gospel Mission.

If you have more questions or would like to request a card, contact Melissa Triantafillou at melissat@citygospelmission.org or (513) 345-1032.