



## **King Soopers Neighborhood Reward Gift Card Program ~ Frequently Asked Questions ~**

### **How do I reload my King Soopers Neighborhood Reward Gift Card?**

- a) The gift card must be reloaded in a SEPARATE TRANSACTION PRIOR TO YOUR GROCERIES BEING RUNG UP OR SCANNED. You are responsible for reloading your card by telling the cashier that you want to add money to the gift card BEFORE the cashier begins scanning your purchases. After paying for the reload with cash, check, credit or debit, your groceries can then be rung up and paid for using the King Soopers Neighborhood Reward Gift Card.
- b) Gift cards may be reloaded at the register or customer service desk for any amount up to \$500 and can be used indefinitely.
- c) When a card is reloaded at the customer service desk or any register other than where your groceries are scanned, there is a 5 minute delay before the funds will be available. If you reload the card at the same register where you are ringing up your groceries, you can use the card immediately.

### **What can be purchased with my King Soopers Gift Card?**

- a) Any merchandise in a King Soopers or affiliated store, including fuel at Loaf & Jug or City Market Fuel Centers, with the exception of services. Money orders, Western Union, lottery tickets, stamps, TicketsWest and other gift cards are considered services.
- b) Your gift card may be used at most Kroger-affiliated stores throughout the United States, including: King Soopers, Loaf & Jug, Kroger, City Market, City Market Fuel Centers, Food 4 Less, Ralphs, Fry's, Fry's Marketplace, Dillons, Smith's Food & Drug, QFC, Owen's, FoodsCo., Hilander, Cala-Bell, Baker's, JayC, Fred Meyer, Fred Meyer Jewelers, and Littman & Barclay Jewelers.

### **How do I use my gift card to purchase fuel for my vehicle?**

- a) You will need to already have enough loaded onto your card to pay for your fuel purchase. Gas station attendants can no longer reload cards.
- b) Use the gift card as you would a credit card, selecting "Pay Outside with Credit" at the pump.
- c) Any amount left over after fueling will stay on your card, and your remaining gift card balance will be printed on your receipt.

### **Does my gift card expire?**

- a) Your card does not expire *so long as there is a balance on it.*
- b) Cards with a *zero balance for 90 days will become inactive*, and a new card must be purchased from Fort Collins Cat Rescue & Spay/Neuter Clinic.

### How do I find out the balance on my gift card?

- a) There are four ways to obtain the balance on your card: the balance will be printed on the bottom of your cash register receipt; call 866-822-6252; visit [www.gcbalance.com](http://www.gcbalance.com); or ask the cashier to check your balance for you.

### What does the sticker on the front of my card mean?

- a) The sticker is to help you remember to reload and use the card to benefit Fort Collins Cat Rescue & Spay/Neuter Clinic (FCCRSNC) and deter you from throwing it away.
- b) If you own gift cards that benefit multiple organizations, the sticker will help identify which nonprofit benefits from each card.

### What if I lose or accidentally throw away my gift card?

- a) Neither Fort Collins Cat Rescue & Spay/Neuter Clinic (FCCRSNC) nor King Soopers is responsible for the card value if it is lost, stolen, damaged or destroyed.
- b) You will need to purchase a new card directly from FCCRSNC in order for it to be electronically linked to our organization.
- c) The reloadable *fundraising* gift cards CANNOT be purchased at stores or they will not be linked to FCCRSNC. A new card must be purchased directly from the cat rescue.

### How much profit is Fort Collins Cat Rescue & Spay/Neuter Clinic receiving from the King Soopers program?

- a) FCCRSNC earns 5% of the amount of all reloads, receiving a \$250 payment for each \$5,000 reloaded cumulatively onto supporters' gift cards.
- b) **Our supporters need to continually reload and use their cards each time they shop to help raise funds for FCCRSNC. DO NOT THROW AWAY YOUR CARD AFTER THE VALUE IS DEPLETED!**

If you have any questions not addressed here, please feel free to e-mail the program coordinator, Jane Barber, at [Jane@fccrsnc.org](mailto:Jane@fccrsnc.org) or call (970) 484-8516.

*\*\* Please share with family and friends information about this valuable program and help FCCRSNC get more King Soopers Gift Cards into circulation to support our mission of making every pet a wanted pet! \*\**



Thank you so much for your support and for helping raise funds for Fort Collins Cat Rescue & Spay/Neuter Clinic through your everyday purchases!



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**Fort Collins Cat Rescue & Spay/Neuter Clinic is an IRS 501(c)(3) non-profit organization**

Shelter: 2321 E. Mulberry St. #1, Fort Collins, CO 80524 (970) 484-8516

Clinic: 2321 E. Mulberry St. #3, Fort Collins, CO 80524 (970) 484-1861

[www.FCCRSNC.org](http://www.FCCRSNC.org)