



Q & A for Customers

Q. Is my personal information secure in the enrollment process?

City Market does not sell, trade or rent our customers' personal information to outside companies or marketing firms. Our complete Privacy Policy is available at www.citymarket.com.

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

Your purchases will begin earning for your designated nonprofit organization within 7 to 10 business days of registering and linking your City Market value card. You may verify enrollment by going to www.citymarketcommunityrewards.com and clicking on My Account.

Q. Does everything in my shopping card count towards my donation to my selected organization?

Supporters earn rewards on most items every time they shop. However, there are specific items that are not included : alcohol, tobacco products, government-assisted pharmacy expenses, postage stamps, Kroger Co. Family of Stores Gift Cards, Green Dot 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. Eligible pharmacy purchases include out-of-pocket co-pays for nongovernment assisted p pharmacy programs.

Q. May I support more than one organization at a time through City Market Community Rewards?

Your City Market value card may only be linked to one organization at a time. However, you may change your selected nonprofit at any time at www.citymarketcommunityrewards.com.

Q. Can we call and have the City Market office link our card to the organization of our choice?

All customers must enroll through www.citymarketcommunityrewards.com.

Other questions may be answered by calling 1-888-876-4847 (option 1)