

# Gas and Groceries Rewards FAQs

## **How do I sign up for the Rewards Program for discounts on Gas and Groceries?**

It's easy! Sign up for our Rewards Program and you are automatically signed up to earn points for discounts on gas and groceries. Download the "United Market" mobile app for iPhone or Android to sign up or sign up online at [www.theunitedfamily.com](http://www.theunitedfamily.com) or at an in-store kiosk. The Rewards Program is open to anyone who shops at participating Market Street, United Supermarkets, United Express, Amigos or Albertsons Market. Team Members are also eligible to participate in the program.

## **POINTS**

### **When can I start earning points?**

You can start earning points the first time you use your Rewards account when purchasing eligible products. Just provide your alternate ID or phone number to the cashier when checking out and start earning your points for any eligible purchases -- it's that simple.

### **How will I earn points?**

Earn points just by shopping at participating stores and using your Rewards account when purchasing eligible products. Earn one point for every one dollar spent on eligible purchases at participating locations and two points on every one dollar spent on select gift cards. Every 100 points becomes a Reward.

### **Is there a cost to participate in Rewards?**

No! The Rewards program and related clubs are all free to join.

### **What items qualify for earning points and what items don't?**

You will earn points on all in-store purchases except the following items:

- Fuel
- Store Gift cards
- Variable-load financial gift cards
- Chevron and Texaco gift cards
- Mobile phone cards
- Tobacco
- Alcohol
- Federal, state, and local taxes
- Money orders and funds transfers
- Utility payments and comparable items and transactions
- Lottery tickets
- Returns, credits, and refunds
- Value of coupons, discounts, and other promotional offers
- Postage stamps

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- Depending on state and local laws, fluid items in the refrigerated dairy section-including fluid dairy substitutes
- Any other products sold at face value as a convenience for our guests

## **Why can I not earn points on certain items?**

We cannot reward certain purchases such as beer, wine, or tobacco because of state law, so points cannot be earned when purchasing these products or redeemed on these purchases. Please note that United Supermarkets, LLC, reserves the right to exclude additional items at any time during the program. Points may be deducted for the equivalent amount of any returns or credits. Points are earned on out-of-pocket pharmacy costs (for example, prescription co-pays) only. Points are not applicable to prescription drugs paid for in whole or in part by any insurance plan, federal, or state government programs (e.g., Medicare, Medicaid).

## **Do I earn points on pharmacy purchases?**

Points are earned on out-of-pocket prescription costs, including co-payments. Points are not applicable to prescription drugs paid for in whole or in part by any insurance plan, federal, or state government programs (e.g., Medicare, Medicaid).

## **Do I earn points on gift cards?**

Gift cards earn 2 points per \$1 every day. You can earn points on all gift cards excluding Store Gift Cards, variable-load financial gift cards, Chevron or Texaco gift cards, and mobile phone cards.

## **How do I know how many points I have?**

Every time you make a purchase with your Rewards account, simply check your receipt to see how many points you earned for that transaction. Your receipt will also show how many points you've accumulated to date. You can also check your points online, on the mobile app, or on the in-store kiosk.

## **How do I view my points online?**

Log into your Rewards account online and click on "Rewards Program." You will see your points and Reward balance on the screen. You can also see your points balance at the bottom of your receipt.

## **How do I earn a reward?**

Every 100 points earned becomes a reward eligible to be redeemed for discounts on gas and groceries.

## **Is there a limit to how many points I can earn?**

There is no limit to the number of points you can earn each month. Rewards can be used through the end of the following month. Each month is a separate earning period; previous and current months' points do not combine.

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## **Do points expire?**

Yes, Points totaling less than 100 expire at the end of the calendar month in which they were earned. Rewards earned during each month can be used through the end of the following calendar month (for example, rewards earned in January can be used through the end of February and would expire at 2 AM Mountain Time on March 1<sup>st</sup>). Points totaling less than 100 expire at the end of the calendar month in which they were earned.

## **Can I earn points at other locations?**

You can earn points at any United Supermarkets, Market Street, Amigos, United Express and Albertsons Market locations. Points earned at United Banner stores in the Dallas-Fort Worth area cannot be combined with points earned at Albertsons Companies Banner stores.

## **Can I share points with a friend?**

At this time, points cannot be shared with other accounts.

## **When do my rewards expire?**

Rewards earned during each month can be used through the end of the following calendar month (for example, rewards earned in January can be used through the end of February and would expire at 2 AM Mountain Time on March 1<sup>st</sup>). A detail of rewards earned and expired can be found online, on the mobile app or on the in-store kiosk.

## **I prefer to use a card instead of using my phone number. Can I get a card for the Rewards Program?**

Our Rewards Program does not require a card. It uses your phone number or alternate ID at checkout to reference your account. However, we understand that some people do prefer a card. To request a card, please visit <http://bit.ly/2xui9zD> and submit a comment form or call 1-877-848-6483.

## **GROCERY REWARDS**

### **Is there a limit to how many points I can redeem in one purchase?**

There is no limit to the amount of points you can redeem for grocery rewards, as long as you have enough rewards for each discount. There is a limit of 1,000 points for a \$1.00 fuel discount in a single fuel purchase, up to 25 gallons.

### **Can I redeem points for grocery discounts in all United Banner stores?**

Grocery discounts are available in select locations. Check your local store for details.

### **How do I choose between a discount on gas or groceries?**

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If you have rewards available, simply make a fuel purchase and follow the prompt on the fuel pump to redeem your points. If you are redeeming points toward free or discounted grocery items, simply tell the cashier you would like to use your reward today and which item you are purchasing. It's that easy!

## **How can I get a list of the items available for free or discounted groceries?**

You can pick up a list of available items in your local store, on our website, or in the United Market App. Items are also marked at the shelf with a special tag identifying them as a Reward item.

## **GAS REWARDS**

### **Are all rewards eligible to use at United Express, and participating Chevron and Texaco locations?**

All rewards earned at participating locations are available to use at United Express stations and at participating Chevron and Texaco stations outside of the Dallas-Fort Worth area. Rewards earned at United Banner stores in the Dallas-Fort Worth area cannot be redeemed at participating Chevron and Texaco stations or combined with points earned at Albertsons Companies Banner stores.

### **How do I know how many rewards I have to use at United Express locations?**

Simply check your receipt to see how many rewards are available to redeem. You can also check your points and rewards online, on the mobile app, or on the in-store kiosk.

### **How do I know how many rewards I have to use at participating Chevron and Texaco stations?**

Simply check your receipt to see how many rewards are available.

### **I shop at other Albertsons Companies Banner stores. Can I combine my rewards across stores?**

Rewards, not points, earned at United Banner stores outside of the Dallas-Fort Worth area can be combined with rewards earned at Albertsons Companies Banner stores and redeemed at participating Chevron and Texaco stations outside of the Dallas Fort-Worth area and at Albertsons fuel locations. Rewards earned at Albertsons Companies Banner stores cannot be redeemed at United Banner stores or United Banner fuel locations.

### **Can I combine my points earned at United Banner stores with points earned at Albertsons Companies Banner stores?**

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No, at this time, points earned at United Banner stores and Albertsons Companies Banner stores cannot be combined for rewards on either grocery items at United Banner stores or fuel at any fuel locations. Gas rewards that you have earned at these stores can be combined and redeemed at participating Chevron and Texaco stations or Albertsons fuel locations.

## **I shop at Market Street locations in the Dallas-Fort Worth Area. Are my rewards eligible to redeem at United Express, Chevron and Texaco locations?**

All rewards earned in the Dallas-Fort Worth area are available to use at United Express locations. Rewards earned at United Banner stores in the Dallas-Fort Worth area cannot be redeemed at participating Chevron and Texaco stations.

## **How do I use my rewards for a fuel discount at the United Express fuel pump?**

If you are paying at the pump, you will need the fuel discount code printed on the bottom of your receipt. You can also find your fuel discount code in the United Market mobile app on the “My Account” page. Enter this code at the pump to redeem your fuel discount. At this time, your alternate ID or phone number cannot be used at the pump.

## **What if I don't have my fuel discount code?**

Your fuel discount code is available on the Mobile App at the bottom of the “My Account” page. Additionally, you can give the fuel attendant your alternate ID or phone number to print a receipt with your fuel discount code.

## **How do I use my rewards for a fuel discount at a participating Chevron and Texaco station?**

When you purchase fuel at participating Chevron and Texaco stations, simply enter your phone number and follow the screen prompts at the pump. Any available discounts up to \$1.00 off per gallon will be applied automatically. You are allowed no more than 25 gallons in a single fill-up, subject to rounding for Chevron or Texaco in-store fuel transactions or limits placed on your payment card by your financial institution, which may be lower, and a limit of 1 vehicle per transaction. Rewards cannot be redeemed after pumping.

## **How do I choose how many rewards I use for a fuel discount?**

Our fuel pumps make it easy for you to get the maximum discount. When you enter your fuel discount code and chose to use a discount, the maximum discount will apply based on your available rewards. For example, if you have 1 reward, a 10¢/gallon discount will apply; If you have 2 rewards, a 20¢/gallon discount will apply. The discount will increase incrementally up to a maximum of 10 rewards (1,000 points) for a \$1.00 discount per gallon on one transaction of up to 25 gallons. For limits at other participating stations, refer to your store specific program details.

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## **Can I use my rewards for gas immediately?**

Your rewards are available for use at participating Chevron and Texaco stations approximately 4 hours after earning them at participating locations.

## **Can I choose not to use my rewards at the pump?**

Yes, you can choose not to use your account to redeem points at the gas station.

## **How do I know which stations are participating in the program?**

Participating stations will have signs letting you know that the Rewards Program is available. For a complete list of participating stations, visit [unitedtexas.com/gasrewards](http://unitedtexas.com/gasrewards).

## **COMMUNICATIONS**

### **Is there someone I can speak with if I have questions?**

Sure, you can always stop by your nearest store and visit Guest Services. You can also contact our Rewards Guest Services line toll free at 1-877-848-6483.

### **Can I exit the program or stop communications?**

Yes, you can do so at any time. If you decide to end your participation or want to stop receiving promotional communications, you can do one of the following:

- Update your profile online
- Visit <http://bit.ly/2xui9zD> and submit a comment form
- Contact Guest Services toll free at 1-877-848-6483, or
- Visit Guest Services at your local United Supermarkets, United Express, Market Street, Amigos, or Albertsons Market.

### **Do you share my personal information with anyone, including my transaction history?**

United Supermarkets, LLC, will not share any of your personal information with any third parties, except to the extent necessary to administer the Rewards Program. United Supermarkets, LLC, does not knowingly sell, license or rent any Guest information to outside parties for any purpose. For more information, please see our privacy policy at [www.unitedtexas.com](http://www.unitedtexas.com).