

# Customer Letter

## **Step One:**

Read through this letter to understand the advantage of being a part of the Kroger Neighbor to Neighbor Donation Program.

## **Step Two:**

Take the letter with you to your neighborhood Kroger store the next time you go shopping.

## **Step Three:**

Present the letter with **your organization's barcode** to your cashier upon checkout. After they have scanned your KrogerPlus Card you will be enrolled for the current year of the Kroger Neighbor to Neighbor Donation Program. Every time you shop at Kroger and use your enrolled KrogerPlus Card, Kroger will contribute a percentage of your eligible purchases to the Kroger Neighbor to Neighbor Donation fund. Once a card is scanned with the barcode, it will be active for the remainder of the program year.

## **Q & A**

### **How many Kroger Neighbor to Neighbor accounts can an organization have?**

One per organization. (Example: ABC HIGH SCHOOL account could represent: PTA, cheerleaders, football, basketball, band, etc.)

### **Can a household "link" their Kroger Plus Card to more than one organization at a time?**

No, the system allows for one organization per household. To change organizations, you must present your KrogerPlus Card and the new organization's barcode to the cashier.

### **Do I have to enroll each program year?**

Yes, all organization's and participants must re-enroll for each new enrollment period. The current Neighbor to Neighbor Program is effective May 1, 2008 to April 30, 2009.

### **How much can my organization earn?**

The Kroger Neighbor to Neighbor Donation Program will donate \$1 million annually. Each organization will earn a percentage of the \$1 million equal to the percentage of total earned contributions attributable to that organization.

### **How are the funds distributed?**

Contributions will be paid via check and mailed to the organization's address and primary contact identified on the organization application form. For schools, it will be mailed to the principal and the funds distributed at their discretion.

Please feel free to contact a Kroger Neighbor to Neighbor Donation Program Representative with any additional questions at 866-995-7643 or email to [neighbortoneighbor@kroger.com](mailto:neighbortoneighbor@kroger.com). Additional information is also available at [www.krogerneighbortoneighbor.com](http://www.krogerneighbortoneighbor.com).

HOPE COTTAGE



**Kroger cashier:** Please scan customer's KrogerPlus Card at the beginning of the order, and then scan the above barcode. The customer's KrogerPlus Card is now enrolled in the Kroger Neighbor to Neighbor Donation Program.