

Frequently Asked Questions About the St. Mary Grocery Program

How do I participate? You have three choices:

Biggs shoppers may purchase preloaded gift cards in \$50.00 denominations via the white envelope. These cards are purchased from Biggs at a 5% discount and they are not re-loadable. You pay for these cards by check or cash and they are delivered via the white envelope the following Wednesday, or to your child on Friday afternoon.

Kroger shoppers have two choices. **Kroger Gift Cards** can be purchased via the white envelope in the same way that Biggs cards are purchased, however, Kroger cards are re-loadable so you can either use up the \$50.00 card and toss it, or you can load it up and use it again and again. The second choice for Kroger shoppers is to obtain a Kroger Gift Card and continuously re-load it using cash, check or credit card at the store.

About the Re-Loadable Kroger Gift Card

How do I load my card? You must load your card prior to the cashier beginning your order for any amount up to \$250.00. You pay with cash, check or credit card in the same way you would typically pay of merchandise. You may also load the card at the service desk, or re-load it after your order is complete so that you are ready for the next shopping trip.

How do I know the balance on my card? You can check you card balance at the store or you can go to www.gcbalance.com and enter your card number. The balance is also printed on your receipt when you load and use the card, or you can call 1-866-822-6252. Each card also has a sticker where you can handwrite your balance.

Can I use the card at the Pharmacy? Gas? Yes. The card can be used for any merchandise in a Kroger store, including the fuel center. The following services, however, are excluded from the program; Western Union, Lottery Tickets, Stamps and Ticket Master.

Is there a limit to the amount that can be loaded on the card? A maximum of \$250 can be loaded at one time.

Can I use the card at Kroger stores outside the area? Yes, the card is good at any Kroger in the U.S. and some Kroger affiliate companies that are listed on the card.

What if my card doesn't work? Occasionally the magnetic strip is demagnetized. (As far as we know this has never happened to a St. Mary Card.) If this happens the balance can be forwarded to card by turning in the card to the PTO Grocery Program Chair who will forward you another card.

What if my total purchase is more than there is on my card? Additional money may be added at another register or the service desk, or you may pay the balance with cash, check or credit card. St. Mary will only get credit for what is purchased using the Gift Card, so be sure to re-load again before your next purchase.

What if I lose my card? Unfortunately if someone else uses the card there is nothing we can do.

How long will the card be useful? You can continue to use the same card indefinitely. A card will be deactivated if it has a zero balance for over 90 days.