



## B'more Fresh: Frequently Asked Questions

Q	A
How does B'more Fresh at Safeway work?	Spend \$5 of your SNAP benefits at Safeway and receive \$30 in B'more Fresh digital deals to purchase fruits and vegetables every month.
Who is eligible?	Baltimore City residents who use their SNAP/EBT card for eligible purchases at Safeway are eligible to earn B'more Fresh digital deals.
What is the total benefit I receive?	Through <a href="#">Safeway</a> you get three \$10 digital deals (\$30 total) for fruits and vegetables, plus one free grocery delivery each month.
What are the delivery fees?	B'more Fresh at Safeway customers will receive one free delivery each month that they use their B'more Fresh digital deals.
How do customers view produce digital deals once they're distributed?	View your B'more Fresh produce digital deal in your Safeway loyalty account in your personalized deals gallery.
How do participants add EBT information?	Add SNAP/EBT card during checkout under payment methods.
How will customers know if a grocery product is eligible for purchase while shopping online?	All SNAP/EBT eligible items on Safeway.com are labeled with a dark blue 'SNAP' beneath the item description.
How do I qualify for B'more Fresh digital deals?	Spend \$5 or more using your SNAP EBT card on any SNAP-eligible items at a Baltimore City Safeway. This initial

	purchase can be online (using your account) or in-store (entering your loyalty phone number at the pin pad).
Do I need a Safeway account to participate?	Yes. A free Safeway for U account is required to receive and redeem your digital deals.
What is required at checkout?	You must enter the phone number linked to your Safeway for U account at the pin pad or during your online checkout.
When will I receive my \$30 in digital deals?	The digital deals are loaded to your account on the first day of the month <i>following</i> your qualifying purchase. (Example: Spend \$5 in October, get digital deals November 1st).
How do I keep getting the \$30?	Just repeat the process - make at least one \$5 SNAP purchase at a Baltimore City Safeway each calendar month to continue earning the digital deals for the following month.
What can I buy with the \$30 in digital deals?	You can use the \$30 for any fresh or frozen fruits and vegetables that have no added sugar, salt, or fat.
How do I redeem my digital deals?	Log into the Safeway app or website, go to the 'for U Deals' section, and "clip" (select) the three \$10 digital deals. They will apply automatically when you purchase qualifying items online as long as you "clip" the B'more Fresh digital deals.
Can I use these digital deals when I shop in-store?	No, these digital deals are for online purchases only. You can use your digital deals while shopping online and select either delivery or Drive Up & Go (curbside pickup).
Do the digital deals expire?	Yes. The digital deals are valid for 30 days, starting from the first day of the month.
Do I have to spend the entire \$30 B'more Fresh digital deal in one purchase?	No, Safeway will divide their \$30 monthly B'more Fresh digital deals into 3-\$10 dollar digital deals. Participants can choose to use only 1 \$10 digital deal or all 3 at one time.

Can B'more Fresh digital deals be used if a customer has spent all their monthly SNAP allotment?	Yes, the B'more Fresh digital deals will go directly into your Safeway loyalty account. Use it like you would any other digital deal.
What is the substitution policy if an item selected is unavailable?	When you place an online order, Safeway will attempt to fulfill it completely with your selected products or acceptable substitutions. Out of stocks may occur based on product availability. You will not be charged for missing items.
If a customer receives unsatisfactory produce how will refunds be processed?	For any qualifying refund, Safeway will issue a credit to the payment method used to purchase the item or, if you choose, you may receive a credit on your account that can be applied to your next online order. Please note that this satisfaction guarantee does not cover damage caused by improper use, storage, or accidents after delivery or pick up, or any ordinary wear and tear on durable goods.
How can I contact Safeway's customer service?	For online grocery delivery and pickup purchases call: 877-505-4040. Or <a href="#">submit a request online</a> .