
Introduction

Q: What is Flexible Rewards?

A: Flexible Rewards is an all-new rewards experience in the Giant® app and online at www.giantfood.com. With Flexible Rewards you'll have more ways to earn points and more ways to use points! Like Gas Rewards, you'll continue to earn points on every grocery purchase, but can also earn additional points with exclusive, personalized offers available in your online account. Then, redeem those points for more rewards than ever before, including gas savings, grocery savings and special rewards.

Q: Why am I required to have an account to use Flexible Rewards?

A: An account is the only place to track and manage your points. Customers will have the flexibility to designate their points to a variety of rewards within their account. They can choose grocery savings, gas savings, special rewards or a combination of all three. Your account can also help with your everyday shopping - start a shopping list or access other digital coupons that you can load directly to your Giant® Card.

Q: Is everyone invited to participate in Flexible Rewards?

A: Yes! All customers over 18 years of age are eligible to participate in Flexible Rewards. The only things you need to participate are a Giant Card and an online account. If you previously used your points for Gas Rewards, when you login to your account you will be asked if you would like to upgrade to Flexible Rewards.

Q: How do I sign up for an account?

A: Sign up for an account using the mobile app or website at www.giantfood.com. You will need your Giant® Card number to link to your new online account, Alternate ID (your phone number) will not work to set up an account. If you do not know your Giant® Card number, please contact Consumer Affairs at 1-888-469-4426. Customers without a Giant® Card can request a card/digital card online when creating an account or request a card in-store.

Giant® Card & Gas Rewards

Q: Do I need a new Giant® Card to participate in Flexible Rewards?

A: No. Your current Giant Card (or alternate ID) will work at the register and the gas pump. There's no need for a new card. But you do need to register for an account at giantfood.com to participate in Flexible Rewards.

Q: Can I still redeem points for gas savings with Flexible Rewards?

A: Yes, your points can still be redeemed at Giant® gas stations and participating Shell gas stations. Every 100 points can be redeemed for a discount of 10¢ per gallon (maximum of \$1.50 off per gallon for up to 20 gallons). With Flexible Rewards, however, you must designate points to gas through your online account before going to the pump. All customers must scan their Giant® Card or enter an alternate ID at the pump to use savings.

Q: If I am a current Gas Rewards customer – do I have to upgrade to Flexible Rewards?

A: If you have redeemed Gas Reward points in the last 2 years, you will have the option to not upgrade to Flexible Rewards and can continue to redeem your Gas Rewards points directly at the pump, without having to designate points online. However, if you choose not to upgrade to Flexible Rewards, you will not have access to Grocery Savings, Special Rewards and additional ways to earn points that are available through the Flexible Rewards program.

Q: What if I have not participated in Gas Rewards previously or I am a new Giant customer?

A: If you have not redeemed points for Gas Rewards within the past 2 years, or if you are a new customer, you will automatically be enrolled in Flexible Rewards when you login or sign up for an online account. As a Flexible Rewards member, you will have access to the same rewards as previous Gas Rewards customers, plus so much more! With Flexible Rewards, you will have the opportunity to earn additional points and be in charge of how to use those points. With Flexible Rewards, you will need to have an online account to choose and take advantage of the rewards.

Q: What will happen to my current points if I upgrade to Flexible Rewards?

A: Because all points earned currently are related to Gas Rewards, when you upgrade to Flexible Rewards, all of your current points will be sent directly into your Gas Savings bucket and you will not need to designate those points. For example, if you had 500 points currently, that would equal \$.50 off per gallon of gas. If you upgrade to Flexible Rewards, you will see that you have \$.50/gallon for Gas Savings, and your Flexible Point balance is zero.

Also, when your previous points transition to the Gas Savings bucket in Flexible Rewards, if you had points that were not in an even 100 point increment (for example 554 points) you will only see that reflected as \$.50 off per gallon. Those additional 50 points will not round up and therefore will not be able to be used. To make up for this, when you switch to Flexible Rewards, you will see a 100 point offer in your Earn Offer Gallery. All you have to do to earn these 100 points is spend \$1 at Giant! Those points and any other points you earn after switching to Flexible Rewards will appear in your Flexible Rewards points balance and you will need to designate those and all other points moving forward to Grocery, Gas or Special Rewards.

Earning & Redeeming Points

Q: How do I earn Flexible Rewards points?

A: Earn 1 point per dollar spent on groceries at Giant®. (Some exclusions apply.) Additionally, customers can earn additional points with exclusive offers that are available in their online account. These are personalized for you and based on what you already buy—and love. Remember, these offers are only available if you have an account and upgrade to Flexible Rewards.

Q: How do I choose how I use my points?

A: After earning points, you will need to access your online account and designate your points toward Grocery Savings, Gas Savings or Special Rewards. Your savings will be added directly to your Giant® Card and will be redeemed during your next shopping trip or visit to the gas station.

Q: When do points expire?

A: After earning them, points need to be designated in your online account. You have one month from earn date to designate points, and another month from designation date to redeem. **Unused points expire and are non-refundable.** Points redeemed for special offers expire on the published date in the offer details.

Q: How can I access my Flexible Reward offers?

A: Access your Flexible Rewards offers under “Earn” in your Flexible Rewards dashboard online or in the app when you are signed into your account. Every week, you’ll see new offers to earn even more points.

Q: Do I need to activate or load my Flexible Reward offers?

A: Yes. To activate new Earn Offers, you must visit the Earn tab within the Flexible Rewards experience. By viewing this page, it will automatically activate your Earn Offers. You will automatically earn the points associated with these offers as you fulfill the requirements the next time you shop, as long as it is before the offer expiration date.

Q: Can I split my points between multiple savings and offers? Gas savings and special offers, for example?

A: Yes, because they are Flexible Rewards! You may split points between any combination of your choice.

Q: If I designate points for rewards but change my mind, can I re-designate them for what I want?

A: No, once points are designated, they must be redeemed in that category (Gas, Grocery, Special Rewards). Make sure you're sending your points where you want them. A pop-up confirmation will appear before points are designated.

Q: What if I don't have a smartphone or access to the website?

A: Everyone can still enjoy in-store Bonus Buys with a Giant® Card. And, if you have redeemed points for gas within the last 2 years you can continue to participate in the Gas Rewards program without upgrading to Flexible Rewards. Even without an account, past gas redeemers will continue to earn points that are automatically redeemed at Giant® gas stations and participating Shell stations at the same rate as Flexible Rewards users: 10¢ off per gallon with every 100 points.

Coupons & Weekly Ad

Q: Can customers still use digital coupons with Flexible Rewards?

A: Yes! In fact, we encourage customers to continue to visit the Digital Coupon Gallery to take advantage of the additional savings available outside of Flexible Rewards. These coupons can be found under the Savings tab at www.GiantFood.com and in the "Coupons" tab in the Giant Food App. Coupons load directly to your Giant® Card and are redeemed in the next transaction, be sure to use them before they expire.

Q: Can I still participate in the Gas promotions that are in the weekly Ad?

A: Yes. We are currently working on getting this language updated for these promotions in the Ad. If you meet the requirements of the in Ad Gas promotion and participate in Flexible Rewards, those points will show up in your Flexible Rewards point balance.