

**1. Where do I make my decision to Keep or Donate my \$5 Kellogg's\* prepaid card(s)?**

When you have uploaded your proof of purchase record, you will be asked to choose to either keep or donate your \$5 Kellogg's\* prepaid card on proof of purchase record upload page. Once you have made the selection and submitted your response, you will receive an email notifying you on the choice you have made for the \$5 Kellogg's\* prepaid card.

**2. When will I receive my \$5 Kellogg's\* prepaid card?**

After your submission is validated, please allow 3 - 4 weeks for delivery. Your \$5 Kellogg's\* prepaid card will be mailed to the address on your profile page.

**3. How many \$5 Kellogg's\* prepaid cards can I qualify for?**

There is a limit of five (5) gift cards per person and per household.

**4: Which Kellogg's\* products do I need to purchase to qualify for a \$5 Kellogg's\* prepaid card?**

Participating Kellogg's\* products can be found in point 6 of the Offer [Terms and Conditions](#).

**5. Do I need to purchase all products in one transaction?**

Yes, you must purchase two qualifying products in a single transaction. Purchases must be made on or before June 2<sup>nd</sup>, 2022.

**6. How many times can I submit the same valid proof of purchase?**

You can submit a valid proof of purchase only once.

**7. Why does it say to upload each proof of purchase separately?**

If you upload more than one proof of purchase record in a single submission, your submission will be rejected and you will be directed to submit each document as part of a new, separate submission.

**8. How do I know if my submission/request for a \$5 Kellogg's\* prepaid card has been received?**

Each time you upload a proof of purchase record, you will receive an email advising we have received your submission. If you don't see the email in your inbox please check your spam or junk folders or any other folder that your email provider may have automatically set up within your account.

**9. What happens after I complete my submission?**

Your submission will be reviewed and will either be approved or declined within 24 hours. You can find the status of your submission on your profile. Keep your receipt or proof of purchase record until you receive your **\$5 Kellogg's\* prepaid card** through the mail. Please allow 3 - 4 weeks for delivery.

#### **10. When is the last day to submit a proof of purchase?**

The last day to submit a proof of purchase is June 30, 2022. Submissions will be reviewed and approved (or rejected) if they are submitted by 11:59:59 PM (EST).

#### **11. How do I submit a proof of purchase from an online retailer?**

Order records will not be accepted. You must upload a clear photo or PDF file of your order shipping, delivery or pick-up confirmation record. Be sure your document includes the following information:

- Retailer name and website
- Date your order was placed
- Date your order was delivered or picked-up
- Description and quantity of participating Kellogg's\* product(s) purchased
- Total dollar value of your full transaction
- Shipping address, if applicable

#### **12: Who can I contact if I have questions?**

Please contact us via [https://www.kelloggs.ca/en\\_CA/contact-us.html](https://www.kelloggs.ca/en_CA/contact-us.html) and reference the same email address you used to register for the promotion. Include your name and any relevant submission confirmation numbers, if applicable.

#### **13. Can I qualify for multiple \$5 Kellogg's\* prepaid cards with a single purchase?**

Yes, every two (2) qualifying products found on an individually submitted proof of purchase record will earn you one (1) \$5 Kellogg's\* prepaid card, up to a maximum of five (5) cards per person and per household. For example, if you submit a proof of purchase that has six (6) participating products, you will receive three (3) \$5 Kellogg's\* prepaid cards.

#### **14. Can I submit my receipt by any means other than the website?**

If, for whatever reason, you are unable to register at the promotion website or upload your proof of purchase, you can send your proof of purchase record to the following address:

Kellogg's\* Keep or Donate Prepaid Card Offer  
P.O. Box 250-KG003  
Pickering, ON  
L1V 2R4

Your mailed-in submission must also include the following information:

- Full name
- Full mailing address including postal code
- Valid Email address
  - Original proof of purchase record (retain a copy for your own records)

**15. What charities will the donated \$5 Kellogg's\* prepaid cards go to?**

Donations will be directed to our Better Days partners fighting hunger, up to a maximum charitable donation of \$250,000