



Complete Eats – Fruit and Vegetable Coupons at Safeway stores
Frequently Asked Questions
Last Revised: September 21, 2017

Washington State Department of Health is teaming up with Safeway to offer **Complete Eats**, an exclusive new program in Washington that makes it easier for families on a limited budget to afford fruits and vegetables. **Complete Eats** offers extra saving to shoppers who use their SNAP/Basic Food benefits (formerly called Food Stamps) when they buy fruits and vegetables.

Where: Complete Eats is being rolled out throughout Washington, and will be available at all 150 Safeway store locations.

How it works:

Shoppers who buy at least \$10 worth of qualifying fruits and vegetables using their SNAP/EBT card and their Safeway Club Card will get a coupon for \$5 off their next purchase.

A variety of fruits and vegetables qualify. Shoppers can choose from fresh, canned and frozen fruits and vegetables, so long as the products have no added fats, sugars or salt. Shoppers should look for the Complete Eats logo on Safeway shelf tags for eligible canned and frozen products.



The \$5 coupons should automatically print at the checkout. (See FAQ #11 if coupon does not print out). Shoppers should read their coupon for exact details. Over the next year, two types of \$5 coupon offers will be available:

- 1) \$5 off the next fruit and vegetable purchase of \$5 or more
- 2) \$5 off the next grocery purchase (SNAP eligible items only) of \$5 or more



When: Complete Eats starts June 20, 2017 and will last for two years or until funds run out.

See the Frequently Asked Questions for more information.

Complete Eats is supported in part by the National Institute of Food and Agriculture, U.S. Department of Agriculture, under award number 2015-70018-23357. For more information, visit www.doh.wa.gov/FINI or email us at FINI@doh.wa.gov.
*For people with disabilities, this document is available on request in other formats.
To submit a request, please call 1-800-525-0127 (TDD/TTY call 711).*

Frequently Asked Questions

1. Where is Complete Eats offered?

Shoppers can **earn** Complete Eats coupons at any Safeway location in Washington.

Shoppers can **redeem** Complete Eats coupons at any Safeway or Albertsons location in Washington.

2. When I'm in the store, how can I find fruits and vegetables that qualify for this offer?

All fresh fruits and vegetables qualify!

For canned and frozen fruits and vegetables:

- Look for the Complete Eats logo on shelf tags in the canned and frozen aisles
- Read product label and look for products that say “No Salt Added”, “No Sugar Added” or products that contain no sauces, syrups or seasoning.

	Qualifies	Does not qualify
Fresh 	Any variety of fresh fruits and vegetable	Fresh fruits and vegetables that include added dressings, syrups or sauces.
Canned 	Canned vegetables and beans with “No Salt Added” Fruit canned in 100% juice or water	Products with syrups, sauces, seasoning or added fats, sugar and salt (sodium).
Frozen 	Any variety of frozen fruits and vegetables.	Products with syrups, sauces, seasoning or added fats, sugar and salt (sodium). Pre-fried frozen potatoes.

3. What if a shopper has an active EBT card but no money left on the card. Can the shopper still earn the \$5 coupon?

No. In order to earn a \$5 coupon, the shopper must spend at least \$10 on qualifying fruits and vegetables using their SNAP/EBT card.

4. In order to earn a \$5 coupon, does a SNAP shopper need to use a Safeway Club Card when they make a qualifying purchase?

Yes – to earn the coupon, shoppers will need their Safeway Club Card or the phone number associated with the card when they make their qualifying purchases.

5. Are there limits on how many coupons a shopper can earn?

A shopper can only earn one coupon per transaction. For example, even if a shopper spends \$20 on qualifying fruits and vegetables, they will only get one \$5 coupon.

However, there are no daily limits on how many coupons SNAP shoppers can earn! For example, if a shopper earns a \$5 coupon, and on the same day they come back or go to another Safeway store and spend another \$10 on qualifying fruits and vegetables, they will get another \$5 coupon. This is also true if the customer is using the original \$5 coupon as payment for some of the \$10 for qualifying fruits and vegetables.

6. Can a shopper redeem their \$5 coupon if their purchase is less than \$5?

No. Shoppers can only use their coupon on fruits and vegetables purchases of \$5 or more. For example, the coupon will not be accepted if a shopper tries to use the coupon on a \$4 purchase.

7. Do the coupons expire?

Yes. Coupons expire one month from the date the coupon is printed. The exact expiration date will be printed on the coupon.

8. Does a shopper have to use an Electronic Benefit Transfer (EBT) card to redeem the coupon?

No.

9. Are there limitations on how the coupon can be used?

Yes, and it depends on the type of coupon offer. Additional details are provided on the coupon.

Two types of coupon offers are available:

- (1) Coupons for \$5 off the next **fruit and vegetable** purchase can be used on any variety of fresh, canned and frozen fruits and vegetables, so long as the products have no added fats, sugars or salt.
- (2) Coupon for \$5 off the next **grocery** purchase can be used on SNAP eligible items only. SNAP eligible items are most food items and EXCLUDE beer, wine, liquor, cigarettes, tobacco, nonfood items, vitamins, medicines, and hot, prepared food items.

10. What happens if a shopper loses the coupon they earn?

A shopper must present the cashier with the original printed coupon in order to redeem the offer on the coupon. If a shopper loses the coupon they earned, there is no replacement or refund.

11. What if a \$5 coupon does not print out when a shopper buys at least \$10 worth of qualifying fruits and vegetables using their SNAP/EBT card and Safeway Club Card?

The shopper can do one of the following:

- (1) Visit the customer service counter and present receipt showing qualifying purchase with SNAP/EBT card. Customer service can issue coupons.
- (2) Contact Washington State Department of Health by emailing FINI@doh.wa.gov or call 360-236-3287 with the following information:
 - Name
 - Mailing address
 - Safeway Club Card number OR phone number affiliated with the Safeway Club Card
 - Store location where they made the qualifying purchase

12. I have more questions. Who should I contact?

For more information, please email us at FINI@doh.wa.gov or call us at 360-236-3287. You can also visit our webpages at www.doh.wa.gov/FINI and www.doh.wa.gov/CompleteEats.

