Complete Eats – Fruit and Vegetable Coupons at Safeway stores
Frequently Asked Questions
Last Revised: January 2020

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

**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 their next purchase of fruits and vegetables.

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.

Starting in February 2020, the coupons will automatically print on the bottom of the receipt after a qualifying purchase (not as a separate coupon), and the coupon will be $3 in most stores. See FAQ #13 if coupon does not print out. Shoppers should read their coupon for exact details.

**Why the change to a coupon on the bottom of the receipt?** Safeway recently updated their point-of-sale software to print the complete Eats coupon on the bottom of their receipts (instead of relying on a third party for printing coupons). With this change, we expect the program to operate better for SNAP shoppers.

**Why the change to $3?** Funding for the program is limited, and changing to a $3 coupon allows the program to run longer.

See the Frequently Asked Questions for more information.
Frequently Asked Questions

1. Where is Complete Eats offered?

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

2. How much is a coupon worth?

Beginning in February 2020, the coupon will be for $3 off your next purchase of qualifying fruits and vegetables.

In Seattle stores, the coupon will be for $5 off your next purchase of qualifying fruits and vegetables. Complete Eats in Seattle is partially funded by the City of Seattle’s Sweetened Beverage Tax.

3. 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:

- Read product label and look for products that say “No Salt Added”, “No Sugar Added” or products that contain no sauces, syrups or seasoning.

<table>
<thead>
<tr>
<th></th>
<th>Qualifies</th>
<th>Does not qualify</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fresh</td>
<td>Any variety of fresh fruits and vegetable.</td>
<td>Fresh fruits and vegetables that include added dressings, syrups or sauces.</td>
</tr>
<tr>
<td>Canned</td>
<td>Canned vegetables and beans with “No Salt Added”.</td>
<td>Products with syrups, sauces, seasoning or added fats, sugar and salt (sodium).</td>
</tr>
<tr>
<td></td>
<td>Fruit canned in 100% juice or water.</td>
<td></td>
</tr>
<tr>
<td>Frozen</td>
<td>Any variety of frozen fruits and vegetables.</td>
<td>Products with syrups, sauces, seasoning or added fats, sugar and salt (sodium).</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Pre-fried frozen potatoes.</td>
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</tbody>
</table>
4. **What if a shopper has an active EBT card but no money left on the card? Can the shopper still earn the coupon?**

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

5. **In order to earn a 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.

6. **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 coupon.

   However, there are no daily limits on how many coupons SNAP shoppers can earn! For example, if a shopper earns a 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 coupon.

7. **Are there limits on how many coupons a shopper can redeem at one time?**

   There is no limit to the number of coupons a shopper can redeem in one transaction. For example, if a shopper has 2 coupons ($3 each), they can redeem the coupons in one transaction for $6 off qualifying fruits and vegetables.

8. **Can a shopper redeem their coupon if their purchase is less than $3?**

   No. Shoppers can only use their coupon on fruits and vegetables purchases of $3 or more (or $5 in Seattle stores). For example, the coupon will not be accepted if a shopper tries to use the coupon on a $2 purchase.

9. **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.
10. Does a shopper have to use an Electronic Benefit Transfer (EBT) card to redeem the coupon?

No.

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

Yes, coupons are for $3 (or $5 in Seattle stores) off the next purchase of fresh, canned, and frozen fruits and vegetables, so long as the products have no added fats, sugars or salt.

12. 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.

13. What if a 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?

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

14. 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.