

FREQUENTLY ASKED QUESTIONS – GALES REWARDS

1. How much do I earn as a member of the Gales Rewards program?

Gales Rewards will be awarded at the rate of 1.0% for each full or part dollar spent on each separate purchase of eligible products or services (including gasoline and diesel products) at all participating Gales and Bobs locations. Gales Rewards will not be earned and are not redeemable with respect to the purchase of the following products and services: (a) tobacco products, electronic cigarettes and other vaping products; (b) gift cards; (c) lottery tickets (d) wireless and long distance phone cards and prepaid phone cards; (e) gifts with purchase; (f) items excluded by law; and (g) any other items specified as exclusions from time to time.

2. How do I join the Gales Rewards program?

There are two ways to join. One option is to download the “Gales Gas” Mobile app onto your smartphone. It’s available for both Apple and Android devices (sorry, Blackberry is not currently supported). Once you have downloaded the app, simply launch the program and select “Sign Up”.

Alternately, you can visit any Gales Gas or Bob’s Fast & Fresh convenience location to pick up a Gales Rewards Program card and start earning rewards right away.

To protect your reward balance in case your card is lost or stolen you must register your card online at www.gales.ca or [Register Now](#).

3. I use the Gales Rewards mobile application. How do I use this to earn and redeem my rewards?

Once signed up/logged into the mobile app, the main screen displays your mobile **account number**. To present the card at the time of sale, **TAP** on the card image. The card number will convert to display a 4-digit pay code. When prompted by the attendant, present the pay-code number that is displayed on-screen and the attendant will key in this number to complete the transaction. Note: The pay-code expires after 60 seconds, so you can simply tap to refresh and provide a new one.

4. Is there a fee to join the Gales Rewards program?

The Gales Rewards program is free to join!

5. Do I need to register my Gales Rewards Card?

To protect the balance if your card is lost or stolen, you must register it. Registering your card also allows you to take full advantage of our program giving you access to offers, promotions and discounts that are exclusive to members only.

6. I’m a Gales Commercial Card holder – can I earn and redeem rewards on Commercial Card purchases?

No. Gales Rewards are for individuals only.

7. I have forgotten my login password for my Gales Rewards account. How do I reset it?

If you are using the mobile app, you can click “Forgot Password?” on the main launch screen.

If using a physical card, visit the member registration page at www.gales.ca and click “Reset Password”. You will then be prompted to enter your email address. A password reset email with instructions will be sent to you.

8. I lost my Gales Rewards Card what should I do?

If your card was already registered, report your card lost or stolen immediately to galesinquiry@gales.ca (or on our [Contact Page](#).) We will deactivate your card to ensure that no one else can redeem your accumulated rewards balance. Next time you visit a Gales Gas or Bob’s Fast & Fresh convenience, pick up a new card and contact us again at galesinquiry@gales.ca and provide us with your new card number. After we confirm your identity, we will transfer your rewards balance to the new card.

Please note: If your card is not registered, we will not be able to transfer your rewards balance to a new card. Your rewards balance will be lost.

9. Are Gales Rewards earned on the total spend?

Gales Rewards are based on total spend before tax. Some exclusions apply: (a) tobacco products, electronic cigarettes and other vaping products; (b) gift cards; (c) lottery tickets (d) wireless and long distance phone cards and prepaid phone cards; (e) gifts with purchase; (f) items excluded by law; and (g) any other items specified as exclusions from time to time. A valid Gales Rewards card must be swiped at the time of transaction in order to earn rewards.

10. Where can I go to check my Gales Rewards balance?

Card Users

If you use a Gales Rewards card your account balance can be viewed at www.gales.ca or [Check Your Balance Now](#).

Mobile App Users

If you use the Gales Rewards app you can access this information quickly and easily by simply logging into the Gales Rewards mobile app.

Card & Mobile App Users

If you use a combination of the app and a Gales Rewards card you can view each card balance from both your mobile app, using the arrow key beside each card, as well as online, by logging in to www.gales.ca by clicking on the “Cards” link.

11. Where can I go to check my Gales Rewards transaction history?

Card Users

If you use a Gales Rewards card, your transaction history can be viewed by registering the card, or signing in if already registered, at www.gales.ca. You can [Register](#) or [Sign In](#) now.

Mobile App Users

If you use the Gales Rewards app you can access this information quickly and easily by simply logging into the Gales Rewards mobile app and clicking “Recent Transactions”.

Card & Mobile App Users

If you use a combination of the app and a Gales Rewards card you can view each card balance from both your mobile app, using the arrow key beside each card and selecting “Recent Transactions”, or online, by signing in to www.gales.ca and viewing the “Card Details” link.

12. Can I transfer my balance from my Gales Rewards Card to my Mobile App and vice versa?

Yes. You will first need to add the physical card to your mobile app.

Adding Cards to Mobile

By default, the mobile app creates a *digital account number* upon signup. The mobile account is represented by a ‘Phone’ icon displayed beside the card number:

637738 6169 6244 3934 

- Customers can **add physical cards** to their mobile app in order to track the balance(s) digitally.
- To add a card, select the **+** icon at the top left.
- Enter the full **Card Number** printed on the reverse of the card.
- Enter the **Ackroo ID / Access code** (Ex. ‘12-12345’ or ‘5454’) also printed on the reverse.
- Select **Add Card**.
- Additional cards (and balances) can be viewed by selecting the **left/right arrow beside the card image**.

Transferring Balances between Cards

- As cards are added, balances can be transferred to/from any card or the (main) mobile account.
- Use the arrow button beside the card image to select the card number or balance you want to manage.
- Select the **menu icon (three dots)** to manage funds or remove an unused card.
- Select **Transfer Funds** to move funds to a different card.
- (Optional) Enable the button to remove the card funds are transferred off.
- Tap the ‘**To**’ field to view a *drop-down list* of all available cards to transfer funds to. Select **Transfer Funds** to complete.

13. How quickly after a purchase will my Gales Rewards balance be updated?

Your rewards balance will be updated immediately after each transaction.

14. Do my rewards expire?

If there is no activity (i.e. no accrual or redemption of Gales Rewards) on a Program Participant's account for twelve (12) consecutive calendar months, Gales reserves the right to terminate the inactive account. Upon such termination, all Gales Rewards associated with the inactive account will immediately become forfeited and/or expire and no credit of any kind will be given to the Program Participant.

15. I didn't have my card with me or forgot to present my card when I made a purchase. Can my rewards be added after the fact?

No. Program Participants are required to present their Gales Rewards Card or their unique 4-Digit Paycode (available through the Gales Rewards app) before any final transaction payment is taken by the store clerk. Gales Rewards can only be earned to a single account (i.e. a Gales Reward Card account or a Gales Rewards app account) in any single transaction at a participating Gales or Bobs location. If a Program Participant does not present their Card or 4-Digit Paycode at the time of purchase, no retroactive accumulation of Gales Rewards will occur. Gales Rewards will not be granted on previously completed purchases where a valid Gales Reward Card or 4-Digit Paycode was not presented prior to payment.
