

Frequently Asked Questions

How do I create an Extra Savings account online to track my reward points?

1. Go to appcard.com & click "Get Started".
2. Sign up or login to your account.
3. Enter email, password & press submit.
4. Enter your mobile phone number or existing Extra Savings card number to link your points with your online account.

How do I login to my Extra Savings account online?

Go to the Appcard website: appcard.com. Login with your email and password.

Do I need Wi-Fi or data to access my Extra Savings online account?

Yes, internet and/or data is required.

Is the Appcard app required to join?

No this is optional. However, with the app you can:

- View your points and rewards.
- Update your profile for customized offers.
- Change account information as needed.

What if I don't have a mobile phone or email?

Earn points by asking your Island Grocery Depot cashier for an Extra Savings card. However, if your card is lost, we won't be able to track points you earned. You'll need to re-open a new card.

We recommend use of your mobile phone or email so we can track your points at all times.

Do my points rollover to other Island Grocery Depot locations?

Yes, your points are combined for all earnings at both our Kahului and Lahaina Stores.

Please review Terms and Conditions for further information.

Is my Extra Savings card and mobile phone number accepted at all Island Grocery Depot locations?

Yes, shop local at both our stores and save!

Do my points expire?

Yes, they expire after 2 years.

What types of purchases will earn you points?

All purchases earn you points except for beer, wine & liquor. Taxes are also excluded.

Every \$1 spent is equivalent to 1 point earned.

How do I reset my password?

Go to our website appcard.com. From the login screen, enter your email address and click 'Forgot Password'. You'll receive an email containing a link to reset your password. The link will expire within 2 hours of being sent.

Can I update my email address that is used in my Extra Savings account?

That's easy! Go to appcard.com. Log onto your account and follow instructions to update your information. You'll receive a confirmation email.

When can I redeem my points?

Redeem when you reach a minimum of 500 points, You can keep accumulating points until you are ready to use them.

If I have any questions or issues how do I get help?

Ask for an IGD store supervisor or contact us:

- Call our stores: Kahului: (877-1138) or Lahaina: (866-5020)
- Email - info@islandgrocerydepot.com
- Online - www.islandgrocerydepot.com/contact

