

Reward Card Information Subpoena Process

Requirements

A subpoena is required to release Reward Card Data. Law enforcement agencies requesting Reward Card Data generally must provide the entire Reward Card number(s) in order for SEG to be able to retrieve the data. Please note that SEG does not maintain data for all of its Customer Reward Cards. Law Enforcement agencies requesting Reward Card Data must complete and return the Customer Reward Card Questionnaire.

(insert link for Questionnaire)

Charges for Subpoena Request

To expedite processing of your request, we ask that you provide us with a detailed description of the information you are seeking. We generally do not charge law enforcement personnel for subpoena fulfillment; however, if your request will require an extensive amount of Company research or fulfillment time, then there may be a reasonable charge to cover time and materials. In such instance, we will contact you first to discuss the charge.

Response Time/Objections

SEG typically fulfills subpoenas within 20 business days after receipt by SEG through its registered agent; however, response times may vary depending upon the scope of the subpoena and the types of records requested. Further, Company reserves the right to object to subpoenas that are overbroad, burdensome, vague or that implicate privacy, privilege or other legal concerns.

To expedite processing, please be sure to:

1. Mail a subpoena to our registered agent;
2. Complete the appropriate Questionnaire;
3. E-mail the completed questionnaires and a courtesy copy of the subpoena to Legalsubpoenas@segrocers.com

Questions

If you have any questions about law enforcement subpoenas, please contact the Company at LegalSubpoenas@segrocers.com or call 904-783-5849.