



Club CITGO FAQ for Consumers

How do I redeem Club CITGO Rewards to save at the pump?

Before paying at the pump, select Club CITGO/Loyalty and follow the prompts to enter your Club CITGO Alt ID. If prompted to swipe a Loyalty Card, select 'Done'. Select 'Loyalty' on the PIN pad screen for in-store or pre-paid fuel discounts and then enter your Alt ID before paying.

What is my Club CITGO Alt ID?

Your Alt ID, sometimes called a Loyalty ID, is the 10-digit phone number you entered when you registered your account. You can also see your ALT ID in the app by launching the Club CITGO app and tapping the bar code symbol in the upper right corner of the home screen. It will display your Alt ID.

Can I redeem Club CITGO rewards at any CITGO® location?

CITGO locations are independently owned and operated. To find a participating location, launch the Club CITGO app and tap on the 'Stations' button at the top of the home screen. You can also tap the 'Stations' button in the bottom menu bar from any screen to find a participating location near you.

Can I redeem rewards on Diesel purchases?

Club CITGO rewards can be redeemed for fuel purchases dispensed in connection with a Point of Sale (POS) system configured for Club CITGO loyalty. If a locally owned CITGO location offers stand-alone Diesel pumps connected to another POS system, those purchases may not be included in any Club CITGO promotions.

Does Club CITGO offer any rewards on convenience store purchases?

Some participating Club CITGO locations do offer discounts on store items. To find available offers, tap the 'Stations' button in the Club CITGO app, then tap your preferred station. A list of all available offers for this location will be displayed.

How do I reset my password?

Log into the Club CITGO app, tap the Profile icon in the upper left corner, scroll down to the bottom and tap 'Reset your password'. If you can't remember your password, tap 'Login' then 'Forgot password'. You will be prompted to enter your email address and tap 'Send email'.

A link will be sent to your email to reset your password. If you don't see the email in your inbox, check your spam/junk/promotions/other folder. Open the Password Change Request email and click the link, "click here," and a window will open where you can enter your new password. If you can no longer access that email, you must register a new account with a new email address.

Should I allow Club CITGO to send me emails and push notifications?

Yes, we use push notifications to update you on new promotions and ways to earn in your area.



Where can I see my receipts?

Tap 'Activity' in the bottom menu bar. Select 'Mobile Transactions' tab at the top of the screen. Select the transaction you wish to view, and your in-app receipt will appear. Your paper receipt can be viewed by selecting the 'Paper Receipt' button at the bottom.

How do I view my rewards?

Tap 'Activity' in the bottom menu bar. Select the 'Rewards' tab at the top of the screen. Your redeemed and issued discounts are listed. When you select a redeemed reward, the amount, transaction total, total savings, location and date will appear. Issued rewards are available in your account for your use.

What is the CITGO Sweepstakes Program and how do I register?

The CITGO Sweepstakes program offers exciting opportunities for participants to win various prizes. To enter, download the Club CITGO app and follow the instructions to register. Once registered, you can check in at participating CITGO locations to earn additional entries daily. Full offer details are available at <https://www.citgo.com/cc-rules>.

Do I need to turn on location services to use the Club CITGO app?

By turning on location services, the Club CITGO app finds locations closest to your current position. If location services are turned off, the app will find locations near your zip code in your profile home address.

Who do I contact if I believe my Club CITGO account has been compromised?

If you think your account has been compromised, contact Club CITGO customer service immediately at 1-888-246-2582 or email ClubCITGO@CITGO.com.

What if I don't have a smartphone?

Club CITGO is only available as a smartphone app. However, CITGO offers other ways to receive discounts. The CITGO Rewards® Card is a credit card that earns 5¢ on every gallon (subject to credit approval) in fuel statement credits or immediately at the pump when you use it to pay for gas at a participating CITGO location.

I downloaded the Club CITGO app, but it failed to launch.

Due to security protocols, the Club CITGO app will not work on jailbroken, rooted or virtual devices. The app also will not launch on Android devices that have turned on debug mode, also known as developer mode. If you have an Android device and wish to check if debug mode is turned on, an online search for "how to find debug mode on the Android phone" should help provide several articles / videos referencing how to find it.