

Priority assistance from Countdown and New World

From Countdown:

We've based eligibility for Priority Assistance on the government's guidelines around those who are most at risk:



- People over 70 years of age
- People undergoing treatment for cancer and or with blood conditions that make them more vulnerable to COVID-19.
- People with chronic illnesses including respiratory conditions, heart conditions, high blood pressure, kidney problems and diabetes where these illnesses or conditions prevent you from going to the supermarket.
- People who are in mandatory self-isolation after returning from travel or coming into contact with someone confirmed to have COVID-19.
- People with disabilities where these prevent you from shopping in our stores. (We're working with a range of organisations throughout New Zealand such as CCS to make sure people are aware of this service.)
- Pregnant and recently pregnant women (within six weeks since being pregnant).

To apply for our Priority Assistance service, please call our Customer Care team on 0800 40 40 40.

**New World has a similar priority delivery scheme
Phone number 0800 363 977.**



NEW WORLD

- aged 65+
- anyone who may be medically vulnerable
- essential workers (and their whānau)
- anyone that requires support due to their personal circumstances, such as single parents.

They have also partnered with the Student Volunteer Army, who are available to deliver to those in self-isolation or who have no other way to access food. Their phone number is **0800 005 902**