

FAQ – Healthpoint Rewards Promotion for first 100,000 active members*

1. How can I get this \$5 HPB e-Voucher?

\$5 HPB e-Vouchers will be awarded to the first 100,000 active members* on Healthy 365 and HealthHub mobile applications who make a redemption on the all-new Healthpoint Rewards from 28 Oct to 31 Jan'18. (*excludes non-smartphone/device members as a mobile device is necessary to utilise the e-Voucher).

2. What is “Healthpoint Rewards”?

The Healthpoint Rewards is a catalogue of rewards offered by HPB to its programme participants who work towards living a healthy lifestyle. The Healthpoint Rewards features a wide range of rewards, including HPB vouchers usable at various participating merchants, selected partners' e-Vouchers, PAssion TapForMore points and TransitLink e-Vouchers.

3. Will I be eligible if I made a redemption for LinkPoints during the promotion period?

No, you must make a redemption for a reward listed on the Healthpoint Rewards catalogue to be eligible for this promotion. (Note: LinkPoints is not available as a reward option on the Healthpoint Rewards. It is only available as a reward on HealthHub till 25 Nov'17. With effect from 26 Nov'17, LinkPoints would no longer be a reward option for redemption from HPB.)

4. Can I combine the Healthpoints earned from different programmes?

Yes, you can. Earn Healthpoints on the Healthy 365 by participating in the Challenges (National Steps Challenge™ & Eat.Drink.Shop.Healthy) or on HealthHub by completing quizzes, sharing events, articles and apps. You may accumulate the Healthpoints from these sources and redeem them altogether on Healthpoint Rewards.

5. How do I make a redemption?

On Healthy 365, go to Rewards page, select Healthpoints Summary and then Redeem Healthpoints.

On HealthHub (only from 27 Nov'17), go to Rewards page, select Redeem Now.

6. What is the minimum number of Healthpoints required to make a redemption?

If you intend to redeem your Healthpoints for any reward vouchers, you will require a minimum of 750 Healthpoints.

For TransitLink e-Voucher, you will require a minimum of 150 Healthpoints.

For TapForMore points, no minimum is required.

7. How do I know if I am eligible for this promotion?

You will receive your e-Voucher by 28 Feb'18, if you are eligible for the promotion. Check your e-Wallet for it.

8. When will I receive my \$5 HPB e-Voucher?

Your e-Voucher will be credited directly into your e-Wallet by 28 Feb'18, if you are an eligible participant.

9. Where can I use my HPB e-Voucher?

You can use your HPB e-Voucher at any participating outlets. Visit www.healthhub.sg/rewards for the list of participating merchants. The validity of this promotional e-Voucher is for 30 days from the date of issue.

10. Can I print my HPB e-Voucher for use?

No. The e-Voucher cannot be printed for use. You will need to access your e-Voucher via the e-Wallet when you are ready to use it to pay for your purchase. Please show this to the cashier/store staff.

11. Can I exchange this HPB e-Voucher for another reward?

Your HPB e-Voucher may not be used to exchange for another reward. The HPB e-Voucher is widely accepted at participating outlets, including restaurants, retail malls and outlets, as well as convenient stores and supermarkets. To view the list of participating merchants, please visit www.healthhub.sg/rewards.

12. Will my HPB e-Voucher expire?

Yes, your HPB e-Voucher expires within 30 days from the day it is credited into your e-Wallet. No extension requests will be entertained.

13. Can I transfer the HPB e-Voucher to my friend or family member?

No, your e-Voucher is our incentive to you. You may not transfer this reward to someone else.

14. How do I access my HPB e-Voucher?

You may access your HPB e-Voucher anytime within its validity period.

On Healthy 365 application, go to Rewards, select Healthpoints Summary and finally, My e-Wallet.

On HealthHub, go to Rewards, select Redeem Now, and finally My e-Wallet.

15. I made a redemption on Healthpoint Rewards but did not receive the \$5 HPB e-Voucher. Why is this so?

You will receive your \$5 HPB e-Voucher by 28 Feb'18, if you are eligible. We will not notify you if you are not eligible for this.