

Frequently Asked Questions

The Eat, Drink, Shop Healthy Challenge 2020 Always On

CHALLENGE MECHANICS

1. What is the Eat, Drink, Shop Healthy Challenge about?

The Eat, Drink, Shop Healthy (EDSH) Challenge is organised by the Health Promotion Board (HPB) to nudge consumers to make healthier choices when purchasing meals, drinks or grocery products. Using the Healthy 365 app, consumers will scan the QR code on Receipts or on QR Tickets after purchasing Qualifying Dishes, Drinks, and/or Grocery Products at participating outlets / stalls to earn digital stamps on the EDSH Challenge Digital Passport and Healthpoints.

2. When is the EDSH Challenge period?

You can participate in the EDSH Challenge and accumulate Healthpoints from 02 December 2019, 0000 hours to 31 December 2020, 2359 hours (“Challenge Period”).

3. Who is eligible to sign up for the EDSH Challenge?

You are eligible to participate in the EDSH Challenge if you are:

- a) A Singapore citizen, permanent resident, employment pass holder or work permit holder; and
- b) An individual aged 17 years and above at the time of participating in the Challenge, and the age of an individual is computed based on the calendar year in which the individual was born;

All HPB employees and immediate family members are eligible to participate in this Challenge with the following exceptions:

- a) Winning prizes that are more or equal to S\$250 in value; or
- b) On-ground contests (e.g. cook-off competition)

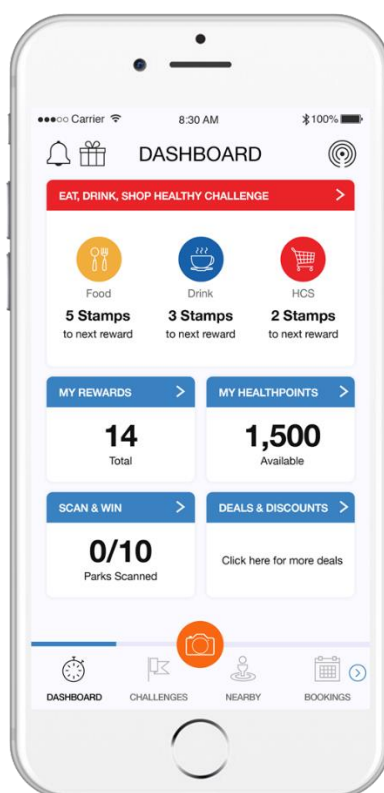
Employees of participating Partners are eligible to participate in this Challenge with the exception of ALL third-party vendors, service providers and/or event organisers (EOs) and their employees, who are involved in or connected to, directly or indirectly, the Challenge.

HPB reserves the right to discontinue, remove or disbar any user's or employee's participation in this Challenge should there be any suspicion of fraud during audits or routine checks.

4. How do I sign up for the EDSH Challenge on the Healthy 365 mobile application?

Please ensure that your smart phone is connected to the Internet before following the below instructions:

1. Download the Healthy 365 app on App store or Play Store.
2. Set up your profile if you are a new user on Healthy 365. If you have previously registered for an account but have deleted the Healthy 365 app, simply restore your profile.
3. On the "Dashboard" tab, click on the "Eat, Drink, Shop Healthy Challenge 2020 Always On".
4. After reading the Terms & Conditions, click "I Consent" and sign-up is complete!



If you already are an existing user on Healthy 365 app, simply go to the "Dashboard" tab and sign up for the Eat, Drink, Shop Healthy Challenge 2020 Always On (from 'Step 3' onwards)

5. Are all smart phone models compatible?

Please note that only Android OS 4.4 and above are compatible. iPhone users will require iOS 9.0 and above.

EARNING DIGITAL STAMPS AND HEALTHPOINTS

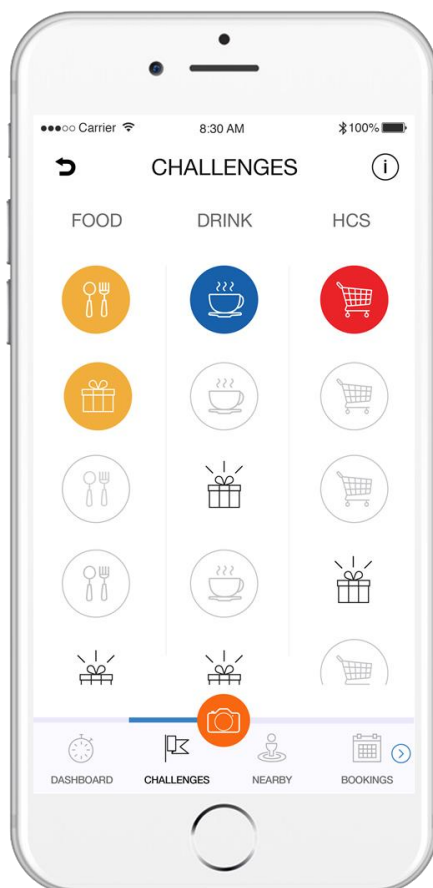
6. How do I earn digital stamps and Healthpoints for the EDSH Challenge?

After signing up for the EDSH Challenge, visit any of the participating outlets (Please refer to www.gethealthy.sg/eatdrinkshop for the list of participating outlets.) and purchase any Qualifying Dish, Drink, and/or Grocery Product (refer to question 13 on qualifying items).

Scan the QR code on the Receipt or QR Ticket with the Healthy 365 app by the end of the next calendar day (i.e. by 2359 hours) to earn digital stamp(s) and Healthpoints. For instance, if you received the Receipt on 1 December 2019, you will need to scan the QR code on the Receipt using the Healthy 365 app by 2 December 2019, 2359 hours. To scan the QR code, click on the orange camera icon in the middle of the menu bar at the bottom of the app. Should there be any screen pop-up indicating “invalid QR code” or if the H365 App is unable to detect the QR code, please try to scan the QR code again in the next 1-2 hours. These may be due to data loading and positioning of QR code and the H365 App may need additional time to register the scan.



For every Qualifying Dish, Drink, and/or Grocery Product purchased, you will earn one (1) digital stamp on the EDSH Challenge Digital Passport, as well as Healthpoints, subjected to the weekly limit.



EDSH Challenge Digital Passport

| Category | Digital Stamp Earned Per Healthier Item | Healthpoints Earned Per Healthier Item | Weekly Maximum Items for Each Category |
|-------------------------------|---|---|---|
| Qualifying Dish | 1 | 10 | 15 |
| Qualifying Drink | 1 | 5 | 15 |
| Qualifying Grocery Product | 1 | 5 | 20 |

7. What are the different ways I can receive a QR code?

You can receive a QR code in 2 ways – printed on Receipt or on a QR Ticket. Refer to question 8 – 9 for the mode of receiving QR codes. Please refer to www.gethealthy.sg/eatdrinkshop for the list of participating outlets.

If you bought a Qualifying item through WhyQ (online hawker food delivery service), you will be issued a QR code via email receipt. If you bought a Qualifying Item at participating partners through other online purchases, food delivery applications and selected mobile/self-check out (e.g. Scan & Go), you will not be issued any QR ticket/receipt.

8. How do I earn Digital Stamps and Healthpoints at participating outlets that issue QR Ticket(s)?

Upon a valid purchase, request for the QR Ticket(s) from the outlet staff at the counter immediately after purchase. Every Qualifying Dish, Drink, and/or Grocery Product entitles you to one (1) QR Ticket. For instance, if you have purchased two (2) qualifying items, you shall receive two (2) QR Tickets.

Scan the QR code using the Healthy 365 app **by the end of the next calendar day (i.e. by 2359 hours)** to earn Healthpoints, up to the weekly maximum Healthpoints for each category. Should there be any screen pop-up indicating “invalid QR code” or if the H365 App is unable to detect the QR code, please try to scan the QR code again in the next 1-2 hours. These may be due to data loading and positioning of QR code and the H365 App may need additional time to register the scan.

9. How do I earn Digital Stamps and Healthpoints at participating outlets that issue QR code on Receipt?

If you have purchased a qualifying item, you will receive a Receipt with a unique QR code printed on it. QR code on Receipt (s) is only valid until the end of the next calendar day, 2359 hours and must be scanned using the Healthy 365 app **by the end of the next calendar day (i.e. by 2359 hours)** to earn Healthpoints, up to the weekly maximum Healthpoints for each category.


For QR codes printed on Receipt, you will only need to scan once regardless of the number of healthier items purchased. For instance, if you have purchased two (2) qualifying items, you shall receive one (1) Receipt with one (1) QR code printed on it. Scanning this QR code will entitle you to digital stamps and Healthpoints of two (2) qualifying items, according to the category. Should there be any screen pop-up indicating “invalid QR code” or if the H365 App is unable to detect the QR code, please try to scan the QR code again in the next 1-2 hours.

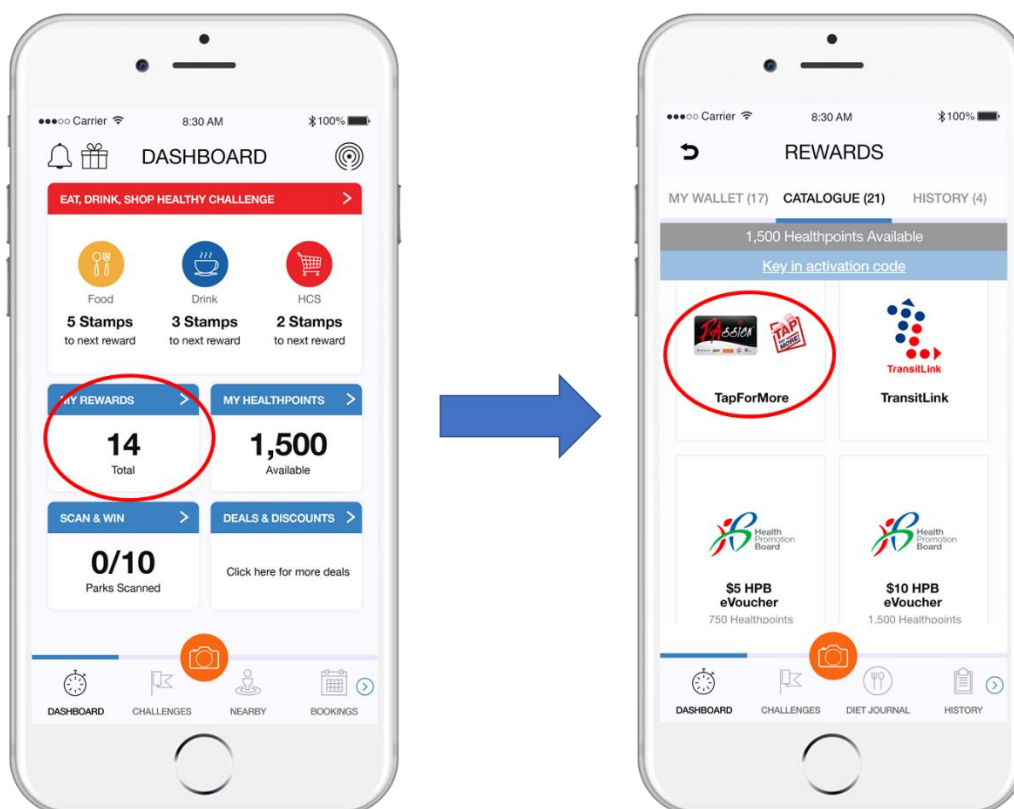
These may be due to data loading and positioning of QR code and the H365 App may need additional time to register the scan.

10. What is the 'Wins-Day' Promotion about?

During the 'Wins-Day' promotion(s), each Qualifying Dish, Drink, and/or Grocery Product at selected qualifying outlets entitles you to additional Healthpoints (i.e. Bonus Healthpoints) with each scan of the QR code using the Healthy 365 app. Wins-day dates and details will be announced on the Eat, Drink, Shop Healthy Challenge website at www.gethealthy.sg/eatdrinkshop under the "Partner Promotions" tab.

11. What happens when I land on a "reward" icon () on the EDSH Challenge Digital Passport?

You will earn reward(s) when you land on a "reward" icon () on the Digital Passport. The reward earned will be found in 'My Rewards', under 'My Wallet'.



Images for illustration only.

12. What are the participating outlets?

Please refer to www.gethealthy.sg/eatdrinkshop for the list of participating outlets.

13. How do I know which are the Qualifying Dishes, Drinks, and Grocery Products?

- a) A **Qualifying Dish** refers to any dish sold in participating restaurants, foodcourts, hawker centre stalls, food kiosks and quick service restaurants that is labelled with any of the HPB's Healthier Choice identifiers shown below. Qualifying Dish may vary or differ with each participating outlet.



- b) A **Qualifying Drink** refers to the drinks listed below that are sold in participating restaurants, coffeeshops, foodcourts, cafes, drink kiosks, or hawker centre stalls:

- Bottled water/tap water/water products
- Packaged/ canned beverages with HCS endorsement and/or zero calories
- Barley or Ice Lemon Tea without sugar
- Coffee or Tea with no sugar and no milk/evaporated milk (e.g. Kopi-O Kosong, Teh-O Kosong, Yuan Yang O Kosong). Also includes:
 - Espresso and Americano without milk or sugar
 - Pure Teas (e.g. Chrysanthemum, Earl Grey Tea) without sugar
- Selected specialty drinks with less or no sugar. These are:
 - Qualifying drinks for all Partners selling bubble tea: 0%, 25% or 30%, without topping

- c) A **Qualifying Product** refers to any product sold in participating supermarkets, petrol marts and convenience stores that carries the Healthier Choice symbol.



Eat All Foods in Moderation

14. The participating outlet that I visited was supposed to issue a Receipt or Ticket with QR code but it did not do so. In such a case, how do I earn the Healthpoints for my purchase(s)?

Please check if you had indeed purchased a healthier item. Qualifying healthier items are indicated with our Healthier Choice identifiers, as outlined in question 13.

- a) For outlets giving out QR Tickets, please request for QR Ticket(s) corresponding to the number of qualifying items purchased.
- b) For outlets giving out QR Receipts, please request for a re-print of the Receipt for you, with the QR code.

If the above fails and the re-printed Receipt still do not have the QR code when you purchase a healthier qualifying item, please email us at eatdrinkshophealthy@hpb.gov.sg or call us at **1800 567 2020, within seven (7) calendar days** for further assistance. For instance, if you purchase a qualifying item on 1 January 2020 but did not receive a Receipt with QR code, you have till 30 January 2020 to raise the issue to HPB. Transactions logged later than seven (7) calendar days from the date of purchase will not be processed.

HPB will require proof of purchase (e.g. image of Receipt) to validate that you have indeed purchased a qualifying item from participating outlet(s) for verification. In the event where you have bought a qualifying Grocery Product, kindly take a photo of the product with the HCS items shown clearly.

Please be reminded to request for your Receipt from the outlet staff after purchasing healthier option(s), and scan the QR code on the Receipt by the end of the next calendar day (i.e. by 2359 hours) to collect your Healthpoints.

15. Why are Digital Stamp(s), Healthpoints and/or Bonus Healthpoints not awarded or not awarded accurately after I have scanned the QR code on Receipt and/or QR Ticket?

This may happen because of an error in the QR code or if you have hit your weekly maximum number of healthier items eligible. In a week, you can earn a maximum of 15 Qualifying Dishes, 15 Qualifying Drinks and 20 Qualifying Grocery Products.

| Category | Digital Stamp Per Healthier Item | Healthpoints Per Healthier Item | Weekly Maximum Items for Each Category | Weekly Maximum Healthpoints* for Each Category |
|----------------------------|----------------------------------|---------------------------------|--|--|
| Qualifying Dish | 1 | 10 | 15 | 150 |
| Qualifying Drink | 1 | 5 | 15 | 75 |
| Qualifying Grocery Product | 1 | 5 | 20 | 100 |

*Excludes Bonus Healthpoints

Healthpoints are capped at the weekly maximum for each category, hence any Healthpoints earned from healthier items purchased beyond the maximum will not be awarded.

Scenario 1

You have already earned fourteen (14) Qualifying Drinks this week. After purchasing two (2) more Qualifying Drinks from a participating outlet, you will earn one (1) more digital stamp and 5 Healthpoints instead of 10 Healthpoints after scanning the QR code on the Receipt or QR Ticket. This is because the weekly maximum Qualifying Drinks is capped at 15.

If the participating drinks outlet happens to be eligible for 'Wins-Day' Promotion where every Healthpoint earned will be doubled, you will be eligible to earn 5 Bonus Healthpoints.

Scenario 2

You have already earned fifteen Qualifying Drinks this week, which is the maximum number of items that can be earned for the category in a week. After purchasing another Qualifying Drink from a participating outlet, you will not earn any additional digital stamp and Healthpoints after scanning the QR code on the Receipt or QR Ticket.

If the participating drinks outlet happens to be eligible for 'Wins-Day' Promotion where every Healthpoint earned will be doubled, you will not earn any Bonus Healthpoints.

If it is not an issue of hitting the weekly maximum, please restart the Healthy 365 app and try again. If you think it is an issue with the QR code(s), please email us at eatdrinkshophealthy@hpb.gov.sg or call us at **1800 567 2020** within seven (7) calendar days for further assistance. Issues with transactions logged after seven (7) calendar days from the date of purchase will not be entertained. Our hotline operating hours are as follow:

- Mondays to Fridays: 8.30am to 5pm
- Saturdays: 8.30am to 1pm
- Sundays and Public Holidays: Closed

16. Why am I unable to see all of my earned Digital Stamps?

The Eat, Drink, Shop Healthy Challenge's Digital Passport only displays the last 5 digital stamps earned for each category. It also will only show the next 20 digital stamp positions. The earned Rewards and Healthpoints would have already been credited to your account. You can check them under "My Rewards" and "My Healthpoints" respectively.

REWARD REDEMPTION

17. How can I redeem eVouchers?

You will be required to be physically present at the participating outlet at the point when you are redeeming your eVouchers. Follow the below instructions to redeem your eVouchers:

1. Click on 'My Rewards' on the Dashboard tab
2. Select the eVoucher you want to redeem
3. Check the box and click 'Use Now'
4. Pass your phone to the merchant to scan the barcode/QR code. If your eVoucher does not come with a barcode/QR code, your redemption shall stop at Step 3.

Do note that HPB and our participating partners will not be held liable for reward(s) which had been clicked by you (and therefore, counted as 'redeemed') before reaching the outlet(s), unintentionally or otherwise. No form of compensation or replacement will be made.

You have to redeem the reward at respective participating outlets in accordance with the terms and conditions specified on the eVouchers found on the Healthy 365 app. If any dispute arises between you and a Partner, HPB shall not be held liable and accountable for any consequences arising from such dispute. For the avoidance of doubt, HPB shall not be liable for any changes in a Partner's terms and conditions, and you shall deal with any such disputes directly with the Partner.

All eVouchers must be redeemed by the date stipulated in the T&Cs of the eVouchers. Extension of validity will not be permitted or given.

18. What can I do with my Healthpoints?

Accumulate Healthpoints to redeem supermarket or F&B eVouchers from the Healthpoints Rewards Catalogue. The types of rewards are available on a first-come-first-served, basis, while stocks last.

19. Are rewards and prizes exchangeable?

All rewards and prizes are not exchangeable whether for cash or in kind.

20. When will my Healthpoints expire?

They will **expire 6 months** from the month they were earned e.g. Healthpoints earned in August 2018 will expire 31 January 2019. The date of expiry can be found in app in the Healthpoints summary. All Healthpoints must be redeemed before expiry. Extension of validity or restoration of Healthpoints will not be permitted or given.

ACTIVATIONS 'SPIN-THE-WHEEL'

Due to restrictions imposed as a result of COVID-19, all Challenge activations are suspended till further notice.

21. Where can I find out more about the activations schedule?

You can refer to the EDSH Challenge's website at www.gethealthy.sg/eatdrinkshop for our activations schedule.

22. What will happen at activations?

On selected days, there are in-store activations at i) selected Cold Storage, Giant, NTUC

FairPrice and Sheng Siong supermarkets ii) selected F&B chains iii) selected shopping malls
iv) selected Institute of Higher Learning (IHLs).

For users who had downloaded the Healthy 365 app and signed up for the Challenge, and upon any purchase of Qualifying items, you are entitled to participate in the Spin-The-Wheel.

Every fifteen (15) Healthpoints that you have accumulated in the Healthy 365 app (which will be verified by the staff handling the activation) shall entitle you to one (1) Spin-The-Wheel chance. All Healthpoints must be earned on the same day of activations.

You are allowed to combine your purchases from any of the participating partners of HPB; and you will have a maximum of three (3) Spin-The-Wheel chances at all in-store activations.

23. What are Double Spin-The-Wheel activations?

On selected days, there are activations at all Health Promoting Malls and selected supermarket outlets.

For Merdeka Generation cardholder or a Pioneer Generation cardholder who had i) downloaded the Healthy 365 app and ii) signed up for the Challenge, and iii) upon any purchase of Qualifying items, you are entitled to participate in the Spin-The-Wheel.

Every fifteen (15) Healthpoints that you have accumulated in the Healthy 365 app (which will be verified by the staff handling the activation) shall entitle you to one (1) Spin-The-Wheel chance. All Healthpoints must be earned on the same day of activations.

You are allowed to combine your purchases from (i) any participating partners in the Health Promoting Malls; or (ii) any of the selected supermarket outlets and you have a maximum of three (3) Spin-The-Wheel chances at all in-store activations.

During activation, you are required to be present the physical copy of your Merdeka Generation card or your Pioneer Generation card for verification by the staff handling the activation before participating in the Spin-The-Wheel.

You will have a maximum of up to six (6) Spin-The-Wheel chances at all Health Promoting

Malls and selected supermarket outlets island-wide that occur on the same day.

HEALTHY 365 APP TECHNICAL SUPPORT

24. What is the Healthy 365 app?

The Healthy 365 app is developed by the Health Promotion Board as a platform to host several programmes. The EDSH Challenge is a nation-wide Challenge which is supported on the Healthy 365 app.

25. Do I need Internet connection to use the Healthy 365 app?

The Healthy 365 app requires Internet connection (data plan or WI-FI connection) to register for the EDSH Challenge, update Healthpoints that you have earned, and for you to redeem your rewards.

26. I am unable to find the Healthy 365 app on the App Store? What should I do?

Please check that your iTunes account is synced to Singapore. To find out, kindly follow the steps below:

1. Go to Settings
2. Click on 'iTunes & App Stores'
3. Click on your Apple ID and view it
4. Ensure that 'Singapore' is selected for Country/Region

If the problem persists, please restart the Healthy 365 app and try again.

You may email us at eatdrinkshophealthy@hpb.gov.sg or call us at **1800 567 2020** for further assistance. Our hotline operating hours are as follows:

- Mondays to Fridays: 8.30am to 5pm
- Saturdays: 8.30am to 1pm
- Sundays and Public Holidays: Closed

27. I am unable to complete registration for the EDSH Challenge on the Healthy 365 app.

You may not have Internet connection or our servers are may be busy or under maintenance at the moment. Please try again shortly. If the problem persists, please restart the Healthy 365 app and try again.

You may email us at eatdrinkshophealthy@hpb.gov.sg or call us at **1800 567 2020** for further assistance. Our hotline operating hours are as follows:

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28. Why are some text cut off in the Healthy 365 app?

Kindly go to your phone settings to change your phone's font size to small and try again.

29. The information that I am seeing about the Challenge does not seem to be correct on the Healthy 365 app. What should I do?

Kindly delete the Healthy 365 app, download it again and restore your profile. Healthpoints accumulated and eVouchers redeemed will not be lost.

30. Can I sign up on behalf of my friends or family members on the Healthy 365 app?

No, each person must sign up individually on a smartphone. Each smartphone can only be registered with one (1) account.

31. I accidentally deleted the Healthy 365 app and now my data is missing.

Please use the data restoration feature on the "Profile" tab to retrieve your data and EDSH Challenge progress.

32. Why can't I restore my data?

Please ensure that you have previously created a profile on the Healthy 365 app. If you did not, your data cannot be restored. Please also check that you have Internet connection in order to restore your previously-saved data.

If the problem persists, please restart the Healthy 365 app and try again.

You may email us at eatdrinkshophealthy@hpb.gov.sg or call us at **1800 567 2020** for further assistance. Our hotline operating hours are as follows:

- Mondays to Fridays: 8.30am to 5pm
- Saturdays and eve of Public Holidays: 8.30am to 1pm
- Sundays and Public Holidays: Closed

33. What is the “Send Diagnostic Report” function for under the “ABOUT” menu tab in the app?

This function is to allow HPB to diagnose the issues your mobile device may have encountered. You should send a diagnostic report only if you are advised to do so by our customer care officer.

To speak to a customer service officer regarding the technical errors for the EDSH Challenge, please email us at eatdrinkshophealthy@hpb.gov.sg or call us at **1800 567**

2020. Our hotline operating hours are as follows:

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- Saturdays and eve of Public Holidays: 8.30am to 1pm
- Sundays and Public Holidays: Closed

34. Where can I get more information about the EDSH Challenge?

You can visit our website at www.gethealthy.sg/eatdrinkshop, email us at or call us at **1800 567**

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- Saturdays and eve of Public Holidays: 8.30am to 1pm
- Sundays and Public Holidays: Closed