Frequently Asked Questions
Eat, Drink, Shop Healthy Challenge 2019

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 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 27 October 2018, 0000 hours to 31 July 2019, 2359 hours ("Challenge Period"), subject to blackout periods at participating outlets.

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 16 years and above at the time of collecting the prize.

   All <u>HPB employees and immediate family members</u> 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)

   <u>Employees of participating Partners</u> 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 bar 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:
   a) Download the Healthy 365 app on App store or Play Store.
   b) 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.
   c) On the "Dashboard" tab, click on the "Eat, Drink, Shop Healthy Challenge 2018 Always on".
   d) After reading the Terms & Conditions, click "I Consent" and sign-up is complete!

   If you already are <u>an existing user</u> on Healthy 365 app, simply go to the "Dashboard" tab and sign up for the Eat, Drink, Shop Healthy Challenge (from 'Step C' onwards)

5. **Are all smart phone models compatible?**
The following phone models are incompatible with the Healthy 365 app
    1. Mercury A3S
    2. LG G Pro Lite
    3. LG G2
    4. ASUS (All models)
    5. Samsung S3
    6. Umi Hammer
   7. Acer Liquid X1
    8. iPhone 4

Android and iPhone users need to minimally have OS 4.4 and iOS 8.0 respectively.

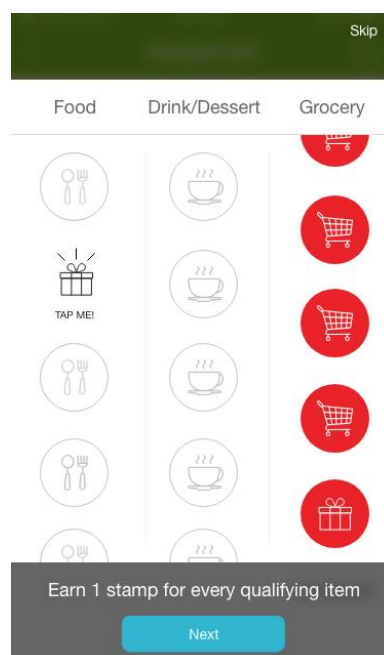**EARNING DIGITAL STAMPS AND HEALTHPOINTS**

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 (refer to question 12 on 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 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 27 October 2018, you will need to scan the QR code on the Receipt using the Healthy 365 app by 28 October 2018, 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.
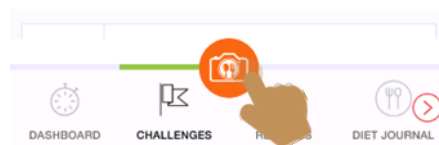
For every Qualifying Dish, Drink, and/or Grocery Product purchased, you will earn one (1) digital stamp on the EDSH Challenge Digital Passport (image below), as well as Healthpoints, subjected to the weekly limit (reflected in table below).

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. **When will I can receive a QR code?**

You can receive a QR code printed on Receipt.

Refer to question 8 for the mode of receiving QR codes. Refer to question 12 for the list of participating outlets.

8. **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.

9. **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.

10. **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' .
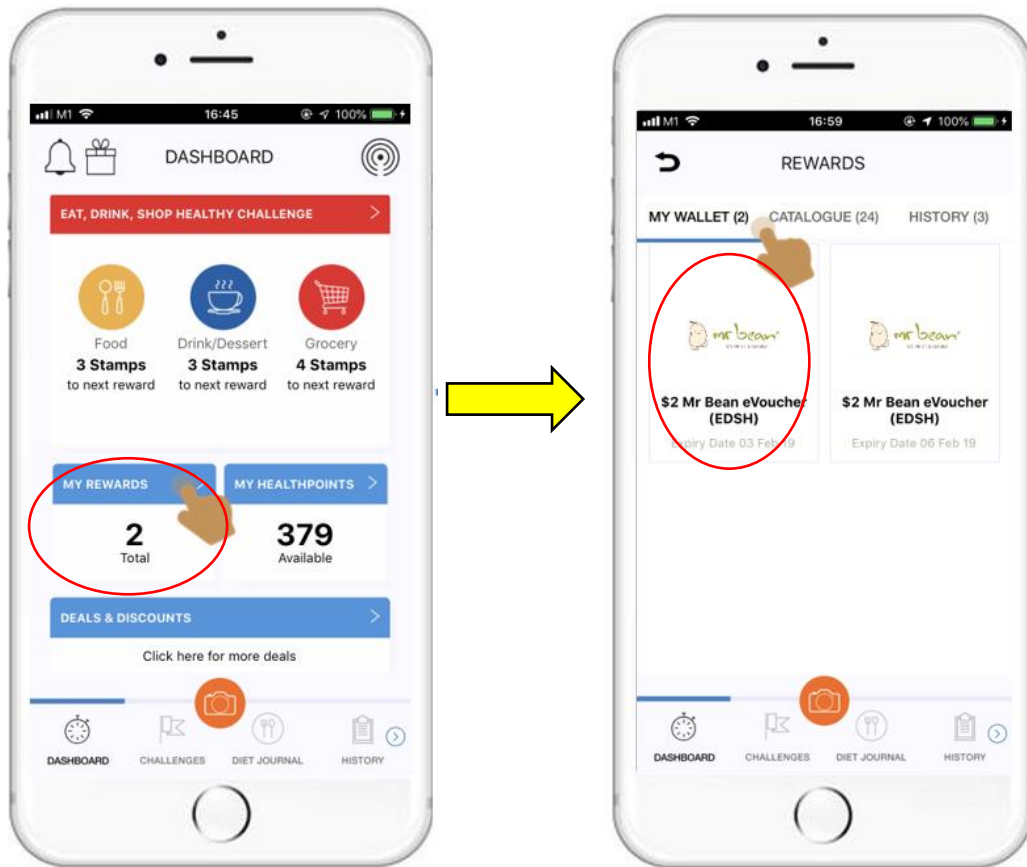
Images for illustration only

11. What are the participating outlets?

Partners with Qualifying Dish(es)	
1	Greendot
2	Kopitiam and Healthy Kopitiam
3	Mr Bean
4	NTUC Foodfare[1]
5	Qi Ji
6	Sakae Sushi
7	Simply Wrapps

Partners with Qualifying Drink(s)	
1	Greendot
2	Kopitiam and Healthy Kopitiam
3	Mr Bean
4	NTUC Foodfare[1]
5	Qi Ji
6	Sakae Sushi
7	Simply Wrapps

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[1] Refer to List of Participating Outlets for participating NTUC Foodfare outlets.

Partners with Qualifying Grocery Product(s)	
1	7-Eleven
2	Cheers[2]
3	Cold Storage
4	Giant
5	Jasons
6	Marketplace
7	NTUC FairPrice
8	Sheng Siong

12. 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 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) **Qualifying Drinks** refer to the drinks listed below that are sold in participating foodcourts, drink kiosks, or hawker centre stalls:
   - Siu dai/kosong hot and cold drinks at any participating outlet;
   - Packaged drinks with the HCS, and/or
   - Labelled with HPB's Healthier Choice identifiers below:

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c) A **Qualifying Product** refers to any product sold in participating supermarkets, and convenience stores that carries the Healthier Choice Symbol (HCS):

13. **The participating outlet that I visited was supposed to issue a Receipt 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.

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 does 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 fourteen (14) calendar days for further assistance. For instance, if you purchase a qualifying item on 1 November 2018 but did not receive a Receipt with QR code, you have till 15 November 2018 to raise the issue to HPB. Transactions logged later than fourteen (14) calendar days from the date of purchase will not be entertained.

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 and investigation. In the event where you have bought a qualifying Grocery Product, kindly take a photo of the product with the HCS 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.

14. **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?**

This may happen because of an error in the QR code or if you have hit your weekly maximum number of healthier items eligible (also known as the cap). 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.

<u>Scenario 1</u>
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. 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 <u>Bonus</u> Healthpoints.

<u>Scenario 2</u>
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. If the participating drinks outlet is eligible for 'Wins-Day' Promotion where every Healthpoint earned will be doubled, you will not earn any Bonus Healthpoints because the weekly cap has been reached.

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** <u>within fourteen (14) calendar days</u> for further assistance. Issues with transactions logged after <u>fourteen (14) calendar days</u> from the date of purchase will <u>not</u> be entertained. Our hotline operating hours are as follow:

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

15. **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.
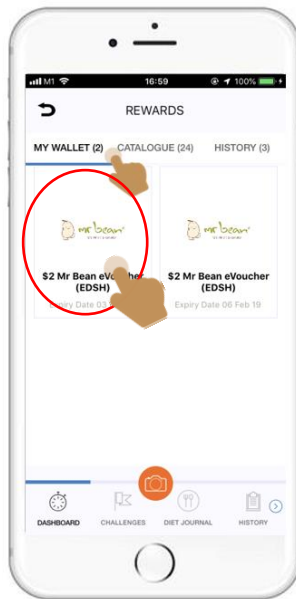
REWARD REDEMPTION

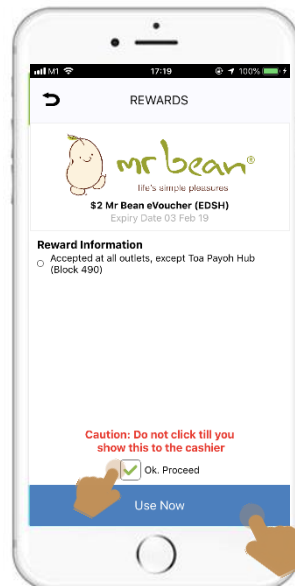16. **How can I redeem E-vouchers?**

You will be required to be <u>physically present</u> at the participating outlet at the point when you are redeeming your e-voucher. Refer to the images below on how to redeem your E-voucher.
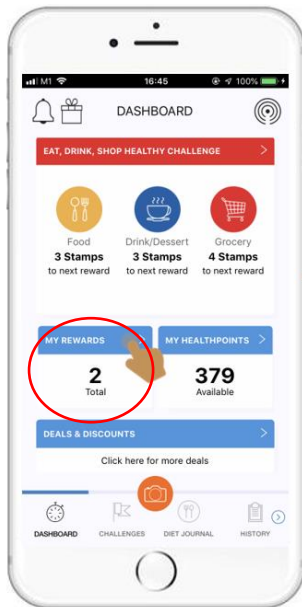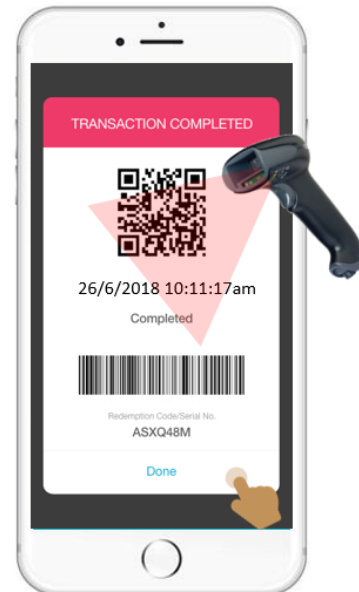
Step 1: Click on 'My Rewards' on the Dashboard tab

Step 2: Select the E-voucher that you want to redeem

Step 3: Check the box and click 'Use Now'

Step 4: Pass your phone to the merchant to scan the barcode / QR code. If your E-voucher does not come with the barcode /QR code, your redemption shall stop at Step 3.

Images for illustration only

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 E-voucher 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 E-vouchers must be redeemed by the date stipulated in the T&Cs of the E-vouchers. Extension of validity will not be permitted or given.

17. **What can I do with my Healthpoints?**

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

18. Are rewards and prizes exchangeable?

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

ACTIVATIONS

19. 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.

20. What will happen at activations?

During in-store activations at selected Cold Storage, NTUC FairPrice and Sheng Siong supermarkets, if you have downloaded the Healthy 365 app, signed up for the EDSH Challenge and have at least three (3) Qualifying Grocery Products in a single Receipt, you will be entitled to one (1) chance to Spin The Wheel. Spin The Wheel rewards are available while stocks last.

During activations at selected malls and F&B outlets, if you have downloaded the Healthy 365 app, signed up for the EDSH Challenge and show proof of purchase of a qualifying item (i.e. by showing Receipt with QR code), you will be entitled to one (1) chance to Spin The Wheel, up to a maximum of three (3) chances at each mall activations. Receipts with QR code must be from the **same day as the mall activation**. Receipts from supermarket and/or convenience stores must contain **at least three (3) Qualifying Grocery Products within each Receipt** to be entitled to one (1) spin. Rewards are available on a first-come-first-served basis, while stocks last.

Each participant have up to a **maximum of three (3) chances per day** to Spin-the-wheel. Download of H365 app and sign up for EDSH Challenge is compulsory to participate in Spin-the-wheel. Promoters are available to help if you encounter any issues with download and/or sign up on the H365 app.

HEALTHY 365 APP TECHNICAL SUPPORT

21. 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.

22. 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 Heathpoints that you have earned, and for you to redeem your rewards.

23. 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:
    i.   Go to Settings
    ii.   Click on 'iTunes & App Stores'

iii.   Click on your Apple ID and view it
iv.   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:

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24. **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.

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25. **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.

26. **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 vouchers redeemed will not be lost.

27. **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.

28. **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.

29. **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.

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30. 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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Sundays and Public Holidays: Closed

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

You can visit our website at www.gethealthy.sg/eatdrinkshop, 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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