Frequently Asked Questions

Eat, Drink, Shop Healthy Thematic Challenge 2021

ABOUT EAT, DRINK, SHOP HEALTHY THEMATIC CHALLENGE 2021

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

The Eat, Drink, Shop Healthy Challenge is organised by the Health Promotion Board to encourage individuals to make healthier choices when purchasing meals, drinks, desserts, or groceries. With every qualifying purchase made at participating partners, you will receive a QR Ticket or QR Receipt that you can scan with your Healthy 365 app to earn digital stamps and Healthpoints which can be redeemed for rewards thereafter.

2. **When is the Eat, Drink, Shop Healthy Thematic Challenge 2021 period?**

The Eat, Drink, Shop Healthy Thematic Challenge starts from 1 November 2021 and ends on 31 December 2021.

JOINING THE CHALLENGE

3. **What are the eligibility criteria for joining the Eat, Drink, Shop Healthy Thematic Challenge 2021?**

The challenge is open to all Singapore citizens, permanent residents, employment pass holders or work permit holders.

Participants must be aged 17 years and above at the point of joining the Challenge, based on the calendar year.

Restrictions on prize eligibility are applicable to the following group of participants.

- employees and/or immediate family members (referring to the spouse, children, parents and/or siblings of such employees) of HPB;
- all employees of any HPB appointed vendor who are directly or indirectly involved in the Challenge ("HPB Vendors");
- employees of subcontractors of HPB Vendors who are directly involved in the Challenge, and/or
- all employees of HPB's partners for the Challenge.

Please refer to the Terms and Conditions listed on gethealthy.gov.sg/eatdrinkshop for more information.

4. **How to join the Eat, Drink, Shop Healthy Thematic Challenge 2021?**

To join the Eat, Drink, Shop Healthy Thematic Challenge 2021:

- Download the Healthy 365 app from the App store or Google Play Store on your phone.
- Set up your profile for new users or restore your profile for current Healthy 365 app users.
- Tap on "Challenges" under the "Explore" tab.
- Select the "Eat, Drink, Shop, Healthy Thematic Challenge 2021".
- Read and consent to the Terms & Conditions to complete your sign-up.

The Eat, Drink, Shop Healthy Thematic Challenge will appear on your challenge progress on the Home page of your app upon successful sign-up.

EARNING DIGITAL STAMPS

5. **How can I earn digital stamps and Healthpoints for the Eat, Drink Shop Healthy Challenge?**

After joining the Eat, Drink, Shop Healthy Thematic challenge on the Heathy 365 app, you may visit any of the participating outlets to purchase Qualifying Food, Drink, Dessert or Grocery items.

For each qualifying item purchased, a QR Receipt or QR Ticket would be issued. You may scan the QR Receipt or QR Ticket with your Healthy 365 app to earn your stamps and healthpoints for your Eat, Drink, Shop Healthy Thematic Passport.

Your weekly stamp progress for Food, Drink and Groceries will be captured within your Eat, Drink, Shop Healthy Challenge Passport as you progress through the challenge.
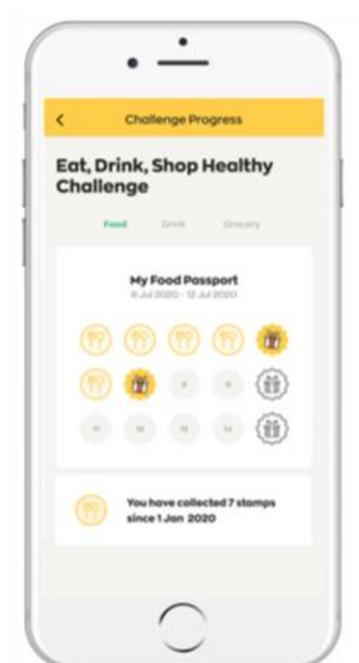
6. **What is the difference between a QR Receipt and QR Ticket?**

For every Qualifying Item purchased, you will receive either a QR Receipt or a QR Ticket. Both the QR Receipt and QR Ticket serves the same purpose of crediting the eligible stamps and Healthpoints into your account upon scanning.

Refer to the table for more details:

	QR Receipts	QR Tickets
Image Sample		
How is it issued?	QR code is printed directly on the receipt. The single QR code on the QR Receipt would reflect the corresponding number of all Qualifying Items purchased.	A separate ticket slip that complements your receipt. The ticket slip contains a valid QR code. The single QR code on the QR Ticket would reflect each Qualifying Item that was purchased. If you had purchased 2 items, you should receive 2 QR Tickets. Participant to request from the cashier at the point of sales when purchasing a Qualifying Item at the participating outlet.

Example:	For purchase of 2 Qualifying	For purchase of 2 Qualifying Items in a single
I purchase 2 Qualifying Items in a single receipt, how many times do I need to scan?	Items in a single purchase, you will only need to scan the single QR printed on that receipt.	purchase, you should request / receive 2 QR Tickets.
	That single QR code would give you 2 corresponding stamps made for your purchase.	You will need to scan both the QR Tickets to get 2 corresponding stamps.

7. Where can I locate the scanner on the Healthy 365 app that I can use to scan the QR Receipt or QR Ticket?

After logging into your Healthy 365 app, the scanner can be located at the bottom of the main page. Click on the "Scan" icon to proceed.

8. Is there an alternative method to scanning the QR code?

Yes, you may take a picture / screenshot of your QR Receipt or QR Ticket and upload the image on your Healthy 365 app for it to be processed.

To do so, launch your scanner on the Healthy 365 app and tap on the "image" icon at the top right-hand corner. You will be directed to your phone's image library thereafter to make a selection.
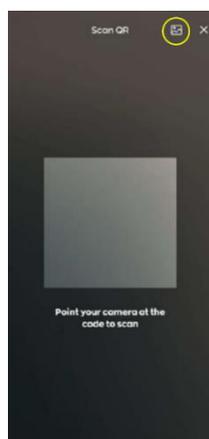
9. What is the validity of the QR Receipt or QR Ticket?

We highly encourage all QR Receipts and QR Tickets to be scanned immediately upon purchase.

QR Receipts and QR Tickets expires by the end of the next calendar day upon purchase date. (Eg. If the purchase was made on 1 January 2021, the QR code will expire by 2 Jan 2021, 2359 hours).

Once expired, the QR Receipts and QR Tickets are deemed as voided and would not be eligible for reimbursements.

10. How are the stamps and Healthpoints computed for my purchases, and what are the maximum limits?

Each qualifying healthier choice item purchased would grant you one stamp in the respective Passport (1 Food item purchase would award your account with 1 Food stamp upon scanning).

Each stamp also comes with its corresponding baseline Healthpoints that would be credited to your account.

You may refer to the table below for the breakdown:

Category	Digital Stamp issued For each Qualifying Item purchased	Baseline Healthpoints issued for each stamp based on category	Maximum number of stamps each participant can collect in a week
Qualifying Food	1	10	15
Qualifying Drink	1	5	15
Qualifying Grocery	1	5	20

*Week is defined by a Monday to Sunday cycle

Scenario 1
You have already earned fourteen (14) Qualifying Drinks stamps this week. After purchasing two (2) more Qualifying Drinks from a participating outlet, you will earn one (1) more digital stamp and five (5) Healthpoints instead of ten (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-Days' Promotion where every Healthpoint earned will be doubled, you will be eligible to earn 2 Bonus Healthpoints.

Scenario 2

You have already earned fifteen (15) Qualifying Drinks stamps 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-Days' Promotion where every Healthpoint earned will be doubled, you will not earn any Bonus Healthpoints.

11. The stamps that I've earned last week seems to be missing, why is this so?

The Food, Drink and Grocery Passport will be refreshed on the app every Monday, 00:00 hours. Your past stamps are still being captured as part of your progress even when the passport refreshes every Monday.

To determine your current stamp position, refer to numbers indicated on the stamp positions. It would tally with your latest stamp count to date.
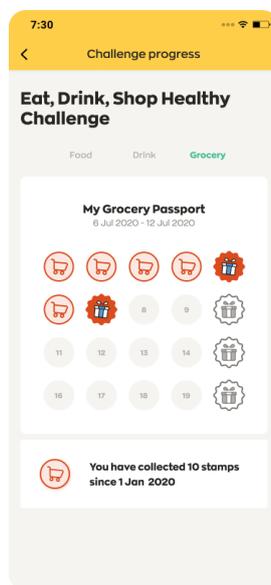
12. How many times can I scan each QR Ticket or QR Receipt?

Each QR Ticket or QR Receipt can only be scanned once, regardless of the outcome if stamps were successfully credited or if stamps were not credited due to reasons such as hitting the weekly limit or other technical issues.

In the event if the QR Ticket and QR Receipt that you have scanned had hit your weekly limit, the QR Ticket and QR Receipt is deemed as redeemed and no longer valid. As such, they are not transferrable to another user for scanning.

For stamps that were not issued due to technical issues, you may contact our customer service team at eatdrinkshophealthy@hpb.gov.sg or 1800 567 2020. Please ensure that you contact us within 7 calendar days from the purchase date for further assistance.

13. **How will I receive my QR code if I made a healthier choice purchase from online participating partner, WhyQ?**

For eligible items purchased through WhyQ (online hawker food delivery service which is a participating partner), a QR code will be sent to your email along with the e-receipt.

You may take an image/screenshot of the QR code and upload it via the app for it to be processed thereafter. You may refer to question 8 for more information.

14. **Will I receive a QR Receipt or Ticket, if I made a healthier choice purchase via self- check out counters , self-ordering kiosks or external food delivery partners?**

For partners issuing QR Receipts, QR Receipts are issued at cashier counters and self-check out counters. However, QR Receipts will not be issued at self-ordering kiosks (e.g at Wok Hey), alternative check out methods (e.g. Scan & Go), online websites, mobile apps and purchases via third party external partners (e.g. Deliveroo, FoodPanda).

For partners issuing QR Tickets, QR Tickets will be issued for orders made at cashier counters and those via third party external partners. The QR Tickets will be packed together with your order.

WINS-DAYS PROMOTION AND ADDITIONAL BONUSES

15. **What are 'Wins-Days' and how does it work?**

"Wins-days" are selected days within the campaign period in which purchases at the featured partner would grant you multiplied Healthpoints upon scanning the QR with your Healthy 365 account.

The wins-day day multiplier only applies to the baseline points for each category and does not apply to the additional bonus healthpoints that you have earned.

To view latest wins-days periods, refer to the Eat, Drink, Shop Healthy Challenge on gethealthy.gov.sg/eatdrinkshop under the "Partner Promotions" tab.

16. **What will I receive when I land on the reward icon on my passport** 🎁

As you progress through the challenge and clock your progress on the Eat, Drink, Shop Healthy Challenge Passport, there are selected positions on the passport which would grant you additional bonuses on top of the baseline points.

These stamp positions can be determined by the reward icon 🎁 on the Passport. The combination of prizes, e-vouchers and bonus Healthpoints varies according to campaign period and stamp positions.

To identify the upcoming bonuses that you can stand to win, you may tap on the stamps with the reward icon to view them.
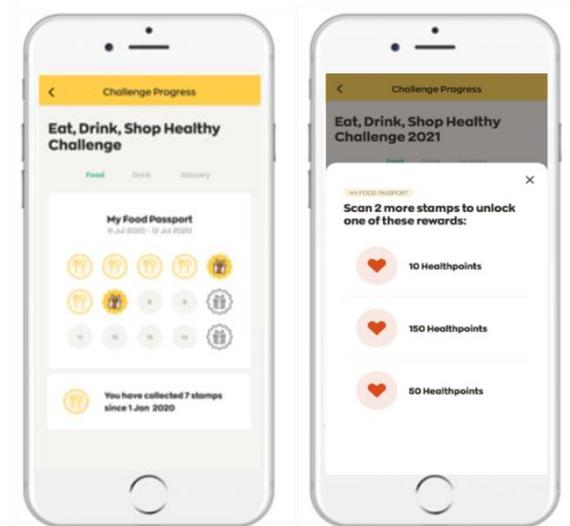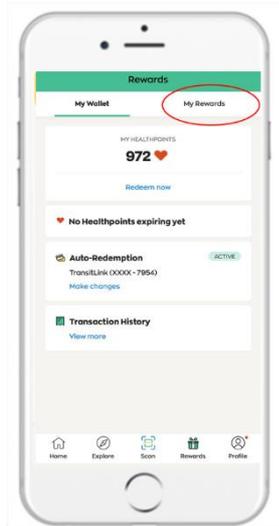
17. I scanned my QR and landed on a reward icon, where can I view the additional rewards that I have won?
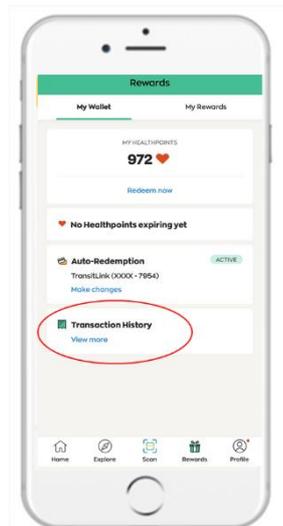
Once a successful scan is made, a summary of the rewards or Healthpoints you have earned from the scan will be reflected on the app screen.
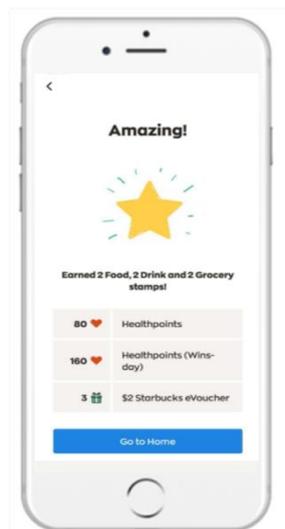
E-vouchers will be saved into your e-wallet. To view them, tap on "My Rewards" under the "Rewards tab"

Healthpoints will be reflected under your transaction history. To view them, tap on "Transaction History" under the "Rewards tab".

PARTICIPATING PARTNERS AND QUALIYING ITEMS

18. **What are the participating outlets for Eat, Drink, Shop Healthy Challenge, which will issue a QR Receipt or QR Ticket for qualifying purchases?**

The full list of participating partners and outlets is listed on gethealthy.gov.sg/eatdrinkshop.

Only qualifying purchases made from the participating partners and outlets would grant you a QR Receipt or QR Ticket.

19. **How can I identify the Qualifying Food, Drink /Dessert and Grocery item from the participating outlet?**

Only participating partners for the Eat, Drink, Shop Healthy challenge would issue a QR Receipt or QR Ticket for qualifying purchases.

(i)   **A Qualifying Food** refers to any food items sold in participating restaurants, coffee shops, food courts, hawker centre stalls, cafes, food kiosks and quick service restaurants that is labelled with any of the HPB's Healthier Choice identifiers shown below. Qualifying Food may vary or differ with each participating outlet.

(ii)   **A Qualifying Drink** refers to the drinks listed below that are sold in participating restaurants, coffee shops, food courts, hawker centre stalls, cafes, food kiosks and quick service restaurants:

- Bottled water/tap water/Sparkling or distilled bottled water
- Packaged / canned beverages with Heathier Choice Symbols
- Packaged / canned beverages with Zero-calories
- Barley, Ice Lemon, Chinese Tea, Japanese Tea, Korean Tea, Pure Flower, Pure leaf teas which contains no sugar.
- Coffee or Tea: Kosong or Siew Dai (Inclusive of coffee or tea with milk)
- Espresso and Americano without milk or sugar
- Qualifying Drinks for all Partners selling bubble tea: 0%, 25% or 30%, without topping

All Soya bean drinks and Milo (including Milo Kosong or Milo Siew Dai) are not endorsed and do not qualify for QR Receipts or QR Tickets.

(iii)   **A Qualifying Dessert** refers to any dessert that is lower in sugar and a source of dietary fibre that are sold in participating food kiosks.

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

Eat All Foods in Moderation

CUSTOMER SERVICE SUPPORT

20. My stamps, healthpoints or e-vouchers were not credited accordingly after i scan the QR Receipt / QR Ticket. What should I do?

This may happen due to the few possible reasons:

- You have hit the weekly limit for your account. Please refer to FAQ question 10 on the limits.
- Discrepancy between the barcode registered under the Healthier Choice Programme and the actual product sold at participating outlets.

For further verification and reimbursements, you may contact our customer service team at eatdrinkshophealthy@hpb.gov.sg or 1800 567 2020. Please ensure that you contact us within 7 calendar days from the purchase date for further assistance.

Refer to Question 23 for the supporting documents required.

21. I received a poorly printed QR Receipt when making my purchase, what should I do?

Due to varying print quality of the machines, some QR codes printed might be faded or truncated resulting in failed scans with the Healthy 365 app.

You may contact our customer service team at eatdrinkshophealthy@hpb.gov.sg or 1800 567 2020 for assistance. Please ensure that you contact us within 7 calendar days from the purchase date for further assistance.

Please refer to Question 23 for the supporting documents required.

22. The participating outlet that I visited did not issue a QR Receipt or QR Ticket for my qualifying purchase. What should I do?

Please ensure that your purchase was made from a participating outlet. For list of participating outlets, refer to gethealthy.gov.sg/eatdrinkshop

For outlets issuing QR Tickets, please request the QR Tickets corresponding to the number of Qualifying Items you have purchased from the staff at the point of purchase.

Alternatively, you may contact our customer service team at eatdrinkshophealthy@hpb.gov.sg or 1800 567 2020 for further assistance. Please ensure that you contact us within 7 calendar days from the purchase date for further assistance.

Please refer to Question 23 for the supporting documents required.

23. **What are the supporting documents that are required for investigation when contacting the customer service team?**

Please submit the following details / images for our investigation purposes within 7 calendar days from the date of purchase:

- A clear image of the full official receipt listing the items purchased and respective quantities.

- A clear image of the QR Ticket or QR Receipt received (Applicable to scenarios where QR code cannot be scanned, or incorrect Healthpoints or stamps were issued upon scanning)

- Supporting image of the Qualifying Items purchased showcasing the package details of with the Healthier Choice Identifier and the barcode number for that item. (Applicable to scenarios where no QR code was issued, or incorrect Healthpoints or stamps were issued upon scanning). These details are essential as it helps us in our investigation process to verify the purchase, troubleshoot the issue for rectification and work on the eligible reimbursements for your purchase.

24. **What are the operating hours for the customer service hotline and how can I contact them for assistance?**

You may contact our customer service team at eatdrinkshophealthy@hpb.gov.sg or 1800 567 2020. Please ensure that you contact us within 7 calendar days from the purchase date for further assistance.

Our hotline operating hours are as follow:

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

REDEEMING YOUR HEALTHPOINTS

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

Healthpoints can be utilised to redeem your preferred eVouchers for F&B outlets, lifestyle retailers, shopping malls and supermarkets from the HPB rewards programme.

26. **How to access the HPB rewards catalogue to redeem a reward?**

To access your rewards catalogue:
- Tap on "Rewards" tab on the Healthy 365 app
- Select "Redeem now" to access the Rewards catalogue
- View list of available rewards and tap on your preferred choice.

- Tap on "Redeem" and follow instructions on the screen to complete your redemption.

For more information, visit www.healthhub.sg/programmes/182/healthhub-rewards

27. Is there an expiry for healthpoints that I have earned?

Healthpoints expire 6 months from the month that they are credited to your account.

E.g. Healthpoints earned in January 2021 will expire 31 July 2021.

The date of expiry can be found in the Healthy 365 app in Rewards > My Wallet. Extension of validity or restoration of expired Healthpoints will not be permitted or given.

28. Where can I find more information on the HPB's Rewards Programmes?

For more information on healthpoints and rewards programme, visit www.healthhub.sg/programmes/182/healthhub-rewards

HEALTHY 365 APP TECHNICAL SUPPORT

29. Is Internet connection required to use the Healthy 365 app?

Yes, internet connectivity is required when using the Healthy 365 app.

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

No, users should not sign up on behalf of other family members or personnel.

31. I am experiencing some technical issues with my Healthy 365 app with regards to the Eat, Drink, Shop Healthy challenge. What should I do?

For technical errors encountered on your Healthy 365 app with regards to the Eat, Drink, Shop Healthy Challenge, you may contact our customer service team at eatdrinkshophealthy@hpb.gov.sg or 1800 567 2020. Please ensure that you contact us within 7 calendar days from the purchase date for further assistance.

Our hotline operating hours are as follow:

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

32. How can I view my Healthy 365 app version?

Go to Healthy 365 app > Profile > Setting (Gear icon on top righthand corner) > About Healthy 365 > see version on top of the "Healthy 365".