

Step-by-Step Guide:

Special Exchange for HPB Fitness Trackers

HPB is providing a special one-time exchange for HPB fitness trackers from Season 1 - 5. Exchanges will be strictly by appointment and while stocks last.

Step 1



- Sign up for National Steps Challenge™ Season 5: Bonus Round on the Healthy 365 app.
- For more information, refer to the step-by-step guide for “How to sign up for National Steps Challenge™ Season 5: Bonus Round”.

Step 2



- Refer to the list of locations on pages 6 to 8 of this guide to find out which locations provide exchanges for your HPB fitness tracker model.
- Book an appointment to make your fitness tracker exchange. Refer to guide pages 4 & 5 on how to do so.
- In adherence to COVID-19 safe management measures, [walk-ins are strictly not allowed](#). All tracker exchanges will be by appointment only.

Step 3



Bring the following items with you for your tracker exchange appointment:

- A valid photo ID/ NRIC
- Your faulty fitness tracker
- Your appointment booking confirmation
- A smartphone with the Healthy 365 app installed. You will be required to log in to your Healthy 365 account during the tracker exchange

Step-by-Step Guide:
HPB Fitness Tracker models eligible for exchange

National Steps Challenge™ Season 1

Exchange Period: 14 May - 13 June 2021



Stride

National Steps Challenge™ Season 2

Exchange Period: 14 May - 13 June 2021



AB Fitness



Omniband



Stride+

National Steps Challenge™ Season 3

Exchange Period: 14 May - 13 June 2021



Careach



Mova



Skytech



Tempo



Xtep

Note: Participants will not be able to choose the HPB fitness tracker model they receive from the exchange.

Step-by-Step Guide:
HPB Fitness Tracker models eligible for exchange

National Steps Challenge™ Season 4

Exchange Period: 24 March - 13 June 2021



Axtro Fit



Careeach HR



Glide HR



Tempo 2

National Steps Challenge™ Season 5

Exchange Period: 24 March - 29 August 2021



Axtro Fit 2



Tempo 3C

Note: Participants will not be able to choose the HPB fitness tracker model they receive from the exchange.

Step-by-Step Guide: How to book an *appointment for HPB Fitness Tracker Exchange*

Step 1

Visit <https://stepschallenge.support.sg/booking> to book an appointment.

Step 2

Enter your full name registered in the **Healthy 365** account* and the last 4 characters of your NRIC.

*If you are exchanging on behalf of others, enter the **tracker owner's** details instead.

The screenshot shows a form with two red-bordered input fields. The first field is labeled 'NAME' and the second is labeled 'LAST 4 CHARACTERS OF YOUR NRIC'. Below these fields is a red 'BOOK' button.

Step 3

Tap on "Tracker Exchange"

The screenshot shows a mobile app interface with a red-bordered button labeled 'Tracker Exchange' and another button labeled 'Other Support' below it.

Step 4 (i)

Select your preferred date and location*.

Step 4 (ii)

Select your preferred timeslot*.

*Note that greyed out slot(s) indicate that locations/timeslots are full. Refer to the **tracker exchange guide** for the full list of available locations and fitness tracker models for exchange.

The screenshot shows a mobile app interface with a date picker and a location list. A red-bordered box highlights the date and location selection area.

Step 5

Confirm your appointment details.

Select **"Exchange of own HPB Tracker"** if you are exchanging for yourself.

If you are appointing someone else to do so, or if you are exchanging on behalf of someone, Select **"Appoint a proxy to exchange on behalf"**.

The screenshot shows a mobile app interface with a form for appointment booking details. A red-bordered box highlights the selection options for 'Exchange of own HPB Tracker' and 'Appoint a proxy to exchange on behalf'.

Step-by-Step Guide: How to make an **appointment** for **HPB Fitness Tracker Exchange**

appointment booking details below

18 Mar 2021 10:00 PM - 09:00 PM
Location: HPB Exchange
Booking Ref No: 07000000

Exchange your own HPB Tracker
 Appoint a proxy to exchange on behalf

Full Name

Email address

Submit

Cancel

Please confirm your appointment booking details below

18 Mar 2021 10:00 PM - 09:00 PM
Location: HPB Exchange
Booking Ref No: 07000000

Exchange your own HPB Tracker
 Appoint a proxy to exchange on behalf

Email address

Appointed proxy's full name

Appointed proxy's email address

Confirmation address

Submit

Step 6

Fill in your email address (if exchanging your own tracker) or the **tracker owner's email address*** to receive the booking confirmation via email and click Submit.

*This is an optional step; if you do not have a valid email address, you may still proceed to click Submit. You will be able to retrieve your booking details by entering your **Full Name and last 4 characters of your NRIC** via the portal link.

Step 6 (ii)

If you are exchanging the tracker on behalf of others, it is **mandatory** to fill in the **appointed proxy's full name and email address** for them to receive the confirmation email.

CURRENT TRACKER EXCHANGE BOOKING

18 Mar 2021 10:00 PM - 09:00 PM

Booking Ref No: 07000000

Full Name

Email address

Appointed proxy's full name

Appointed proxy's email address

Confirmation address

More Pending

Change Booking

Cancel Booking

Step 7

Be sure to check your booking details*.

Take note of the instructions and items to bring during the tracker exchange.

For verification of booking confirmation, you may present either of the following to the staff at counter:

- i) A screenshot of this page with QR code (sample on the left)
- ii) Booking confirmation email*

*Please check your junk/spam folder if you did not receive the confirmation email in your inbox.

Step-by-Step Guide: HPB Fitness Tracker Exchange Locations

HPB fitness trackers can be exchanged at the locations listed below:

Post office locations do not offer Season 4 HPB fitness tracker exchanges. Tracker exchanges at post office locations are available from 12 April to 30 June 2021.

| National Steps Challenge™ Tracker Exchange Locations | | | |
|--|---|---|---|
| Zone | Location | Operating hours | Available HPB Tracker Model for Exchange |
| Central | Bishan Post Office 51 Bishan St. 13, #01-03 Bishan Community Club Singapore 579799 | Mon - Fri: 9.30am - 6.00pm Sat: 9.30am - 2.00pm Sun & Public Holidays: Closed | Season 1 to 3 & Season 5 HPB fitness trackers only. |
| | City Square Post Office 180 Kitchener Road, #B2-33 City Square Mall Singapore 208539 | Mon - Sat: 10.00 am - 7.00 pm Sun & Public Holidays: Closed | Season 4 HPB fitness trackers <u>not</u> available. |
| | Toa Payoh Central Post Office 520 Lorong 6 Toa Payoh, #02-55 HDB Hub (Biz Two) Singapore 310520 | Mon - Fri: 8.30 am - 8.00 pm Sat: 8.30 am - 3.00 pm Sun & Public Holidays: Closed | |
| | Jubilee Square Genix 61 Ang Mo Kio Ave 8, #01-17, Singapore 569814 | 11am – 9pm (Daily) | Season 1 to Season 5 HPB fitness trackers |
| South | Bras Basah Post Office Blk 231 Bain Street, #01-03 Bras Basah Complex Singapore 180231 | Mon - Fri: 9.30 am - 6.00 pm Sat: 9.30 am - 2.00 pm Sun & Public Holidays: Closed | Season 1 to 3 & Season 5 HPB fitness trackers only. |
| | Harbourfront Centre Post Office 1 Maritime Square, #03-22 HarbourFront Centre Singapore 099253 | Mon - Fri: 9.00 am - 5.30 pm Sat: 9.00 am - 1.30 pm Sun & Public Holidays: Closed | Season 4 HPB fitness trackers <u>not</u> available. |
| | Tiong Bahru Post Office Blk 28 Tiong Bahru Road, #01-141/147 Singapore 163028 | Mon - Fri: 8.30 am - 5.00 pm Sat: 8.30 am - 1.00 pm Sun & Public Holidays: Closed | |
| | The CentrePoint Genix 176 Orchard Rd, #03-05, Singapore 238843 | 11am – 9pm (Daily) | Season 1 to Season 5 HPB fitness trackers |

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| National Steps Challenge™ Tracker Exchange Locations | | | |
|--|--|---|---|
| Zone | Location | Operating hours | Available HPB Tracker Model for Exchange |
| North / Northeast | Yishun Central Post Office 930 Yishun Avenue 2 , #02-04/05 Northpoint City Singapore 769098 | Mon - Sat: 11.00 am - 7.00 pm Sun & Public Holidays: Closed | Season 1 to 3 & Season 5 HPB fitness trackers only. |
| | Hougang Central Post Office 90 Hougang Avenue 10, #04-15A Hougang Mall Singapore 538766 | Mon - Fri: 9.30 am - 6.00 pm Sat: 9.30 am - 4.00 pm Sun & Public Holidays: Closed | Season 4 HPB fitness trackers <u>not</u> available. |
| | Punggol Post Office 80 Punggol Field, #B1-01 Punggol 21 Community Club Singapore 828815 | Mon - Fri: 10.30am – 7.00pm Sat: 9.30am – 1.30pm Sun & Public Holidays: Closed | |
| West | Bukit Batok Central Post Office 1 Bukit Batok Central Link, #05-09 West Mall Singapore 658713 | Mon - Fri: 11.00 am - 7.00 pm Sat: 11.00 am - 4.00 pm Sun & Public Holidays: Closed | Season 1 to 3 & Season 5 HPB fitness trackers only. |
| | Bukit Panjang Post Office 10 Choa Chu Kang Rd Track 10, #01-01 Singapore 689379 | Mon – Fri: 8.30 am - 5.00 pm Wed: 8.30 am - 8.00 pm Sat: 8.30 am - 1.00 pm Sun & Public Holidays: Closed | Season 4 HPB fitness trackers <u>not</u> available. |
| | Jurong Point Post Office 1 Jurong West Central 2, #B1-45 Jurong Point Singapore 648886 | Mon - Fri: 10.30am – 8.00pm Sat: 10.30am – 8.00pm Sun/P. Hol: 10.30am – 8.00pm | |
| | Jcube Genix 2 Jurong East Central 1, #04-15 Singapore 609731 | 11am – 9pm (Daily) | Season 1 to Season 5 HPB fitness trackers |

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| National Steps Challenge™ Tracker Exchange Locations | | | |
|--|---|---|---|
| Zone | Location | Operating hours | Available HPB Tracker Model for Exchange |
| East | Bedok Central Post Office Blk 218 Bedok North St. 1, #01-49 Singapore 460218 | Mon - Fri: 8.30am - 5.00pm Wed: 8.30am - 8.00pm Sat: 8.30am - 1.00pm Sun & Public Holidays: Closed | Season 1 to 3 & Season 5 HPB fitness trackers only. |
| | Marine Parade Post Office 80 Marine Parade Road, #B1-83A Parkway Parade Singapore 449269 | Mon - Fri: 11.00 am - 7.00 pm Sat: 11.00 am - 7.00 pm Sun & Public Holidays: Closed | Season 4 HPB fitness trackers <u>not</u> available. |
| | Tampines Central Post Office 5 Tampines Central 6 , #01-24/25 Telepark Singapore 529482 | Mon - Fri : 8.30 am - 8.00 pm Sat : 8.30 am - 4.00 pm Sun & Public Holidays: Closed | |
| | Changi City Point Genix 5 Changi Business Park Central 1, #02-06 Singapore 486038 | 11am – 9pm (Daily) | Season 1 to Season 5 HPB fitness trackers |

Step-by-Step Guide: HPB Fitness Tracker Exchange FAQs

My HPB fitness tracker is faulty but is out of the warranty period. Am I still eligible for tracker exchange?

HPB is providing a special one-time tracker exchange for faulty HPB fitness trackers, even though the warranty period has ended. The HPB tracker exchanges are available, while stocks last. Participants are required to bring the faulty fitness tracker to facilitate the exchange.

| National Steps Challenge™ Fitness Tracker Exchanges | | |
|---|--|---------------------------|
| National Steps Challenge™ Season | Fitness Tracker Models Eligible for Exchange | Exchange Period |
| Season 1 HPB Fitness Trackers | Stride | 14 May - 13 June 2021 |
| Season 2 HPB Fitness Trackers | AB Fitness, Omniband, Stride+ | |
| Season 3 HPB Fitness Trackers | Careeach, Mova, Skytech, Tempo, Xtep | |
| Season 4 HPB Fitness Trackers | Axtrо Fit, Careeach HR, Glide HR, Tempo 2 | 24 March – 13 June 2021 |
| Season 5 HPB Fitness Trackers | Axtrо Fit 2, Tempo 3C | 24 March – 29 August 2021 |

I have lost/ thrown away my HPB fitness tracker. Am I still eligible for tracker exchange?
If you have lost or thrown away your HPB fitness tracker, please call 1800 567 2020 or email us at stepschallenge@hpb.gov.sg for assistance.

Step-by-Step Guide: **HPB Fitness Tracker Exchange FAQs**

If I have multiple HPB fitness trackers from different seasons, which HPB fitness tracker is eligible for exchange?

This special round of fitness tracker exchange facilitates participation in the Bonus Round and other National Steps Challenge-related activities. Participants may exchange any faulty HPB-issued tracker (including those with broken straps) that were distributed between National Steps Challenge™ Season 1 and Season 5. The replacement HPB fitness tracker model will be solely decided by HPB and participants will not be able to choose the fitness tracker model they receive during the exchange.

Can I exchange more than 1 faulty HPB fitness tracker in a single appointment slot?

No, each appointment slot only allows you to exchange 1 faulty HPB fitness tracker.

Can I do a HPB fitness tracker exchange on behalf of someone else (e.g. elderly parents)?

Yes, exchanges on behalf are allowed. You will need to make a separate appointment booking per tracker exchange (i.e. if you are exchanging faulty HPB trackers for yourself and 2 elderly parents = 3 faulty HPB trackers, you will need to make 3 appointment bookings in total). For a tracker exchange on behalf of someone else, you will be required to bring along the following for your HPB tracker exchange appointment:

- *The original/copy of your valid photo ID/ NRIC*
- *The original/copy of a valid photo ID/ NRIC of the HPB tracker owner*
- *The faulty HPB fitness tracker/s to be exchanged*
- *The appointment booking confirmation*
- *A smartphone with the Healthy 365 app installed. You will be required to log in to the Healthy 365 account of the person you are making the exchange for on your smartphone. Please log in to their account in advance or ensure you are able to obtain the login SMS OTP from the other person during the tracker exchange*

Step-by-Step Guide: **HPB Fitness Tracker Exchange FAQs**

What do I do if my newly exchanged HPB fitness tracker is still faulty?

We have strict quality control measures to ensure that our HPB fitness trackers are functioning. However, if your newly exchanged HPB fitness tracker is faulty, you may book a new appointment for a tracker exchange and bring your newly exchanged HPB fitness tracker to the appointment. Do note that exchanges under such circumstances will be assessed on a case-by-case basis.

If I exchange my faulty fitness tracker, will I still be eligible to collect the new HPB trackers in the upcoming National Steps Challenge™ Season 6?

Exchanging a faulty fitness tracker will not affect your eligibility to collect a Season 6 fitness tracker. The collection eligibility for Season 6 will be announced at a later date.