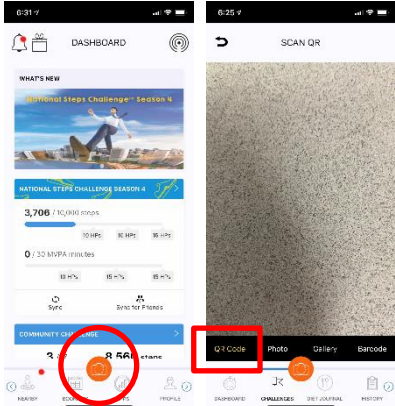


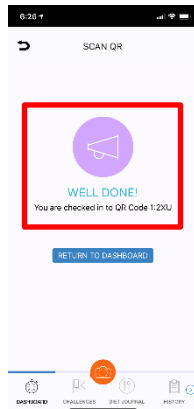
**NATIONAL STEPS CHALLENGE™ SEASON 4  
WALK-A-TON AND WIN WITH 2XU CHALLENGE  
FREQUENTLY ASKED QUESTIONS**

<b>General Information</b>	
<b>1</b>	<p><b>What is the Walk-a-ton and Win with 2XU Challenge all about?</b></p> <p>The “Walk-a-ton and Win with 2XU Challenge” is a thematic challenge of the National Steps Challenge™ Season 4 (NSC4). It is a physical activity initiative by the Health Promotion Board (HPB) to encourage NSC4 participants to be physically active every day, anytime and anywhere. Participants stand a chance to win attractive prizes when they successfully complete the entire challenge.</p>
<b>2</b>	<p><b>Who can sign up for the Walk-a-ton and Win with 2XU Challenge”?</b></p> <ul style="list-style-type: none"> <li>• This Challenge is open to all NSC4 participants with a valid NRIC or FIN.</li> <li>• Participants must also be 17 years or older at the point of registration.</li> <li>• Eligible participants who are 17 years of age must obtain parental consent before participating in this Challenge.</li> <li>• Only participants <u>with a compatible smartphone device to the Healthy 365 mobile app</u> may participate. Refer to point 23 for the list of compatible devices.</li> </ul>
<b>3</b>	<p><b>How to sign up for the Walk-a-ton and Win with 2XU Challenge”?</b></p> <p>From <u>14 March 2019</u> onwards:</p> <p><u>Step 1:</u> Download the Healthy 365 mobile app on your smartphone. Create a profile and sign up for the National Steps Challenge™ Season 4 and Walk-a-ton and Win with 2XU Challenge.</p> <p><u>Step 2:</u> Agree to the Terms and Conditions of the Walk-a-ton and Win with 2XU Challenge and select your preferred tracking mode.</p>
<b>4</b>	<p><b>When is the Challenge period?</b></p> <p>Challenge period is between 22 March – 31 March 2019 (10 days). Operating hours is 11:00 AM – 8.00 PM daily.</p>
<b>5</b>	<p><b>How does the Walk-a-ton and Win with 2XU Challenge work?</b></p> <p>Participants stand to win attractive prizes for completing the Walk-a-ton and Win with 2XU Challenge.</p> <p>Sign up for Challenge via the Healthy 365 mobile app from 14 March 2019 onwards. Register* before 22 March 2019 to stand a chance to win a 1-month gym pass to True Fitness from the Early Bird Registration Lucky Draw!</p> <p>During Challenge period (22 – 31 March 2019), there are 3 unique QR codes located in <b>Suntec City</b> at <u>Guardian, True Fitness, and 2XU Performance Centre</u>. Participants have to scan all 3 unique QR codes on the same day using the Healthy 365 mobile app to complete the Challenge. Upon completion of Challenge, they will earn 1 (one) lucky draw chance at the Walk-a-ton and Win with 2XU Lucky Draw, which is conducted after the Challenge period. Additional one (1) lucky draw chance will be awarded to eligible participants who clock at an average of 10,000 steps and above or spend a total of 150 minutes on moderate to vigorous physical activities (MVPA) from the start (join date or 22 March 2019, whichever is earlier) to end of Challenge.</p> <p>QR Codes are valid for scanning during the Challenge period from 11:00 AM – 8.00 PM daily.</p> <p><b>Only on 22 – 24 March 2019</b>, eligible participants who visit our booth at Suntec City (outside Ginza Lion, East Wing, #01-649/650)</p> <ol style="list-style-type: none"> <li>1. may redeem a National Steps Challenge™ 4 goodie bag (while stocks last) and,</li> <li>2. stand to win <u>additional prizes</u> when they participate in the scheduled Mystery Draw sessions happening at <b>2.00 PM</b> and <b>5.00 PM</b> each day.</li> </ol>

	*Participants will need to register for the Challenge before 22 March 2019 and complete the challenge, in order to be eligible for the Early Bird Registration draw.			
<b>6</b>	<b>How does the Early Bird Registration Lucky Draw work?</b>			
	Stand a chance to win a 1-month gym pass to True Fitness if you sign up before 22 March 2019. The lucky draw will be conducted after Challenge period for qualifying participants who have completed the Challenge. The digital prize will be directly credited to your Healthy 365 account under “My Rewards” about 1 month from the draw date.			
<b>7</b>	<b>What is the Mystery Draw happening on 22 – 24 March, at Suntec City all about?</b>			
	Only for 3 days, <u>22 – 24 March 2019 (Fri – Sun)</u> , visit our booth at Suntec City to win more prizes!			
	<b>Location:</b> Suntec City, outside Ginza Lion, East Wing, #01-649/650			
	<b>Operating hours:</b> 11:00 AM - 7.00 PM			
	<b>Mystery Draw Sessions:</b> 2.00 PM and 5.00 PM			
	<b>What’s happening:</b>			
	<ol style="list-style-type: none"> <li>Participants who have signed up for Challenge via the Healthy 365 mobile app with a valid NRIC / Photo ID will receive a National Steps Challenge™ goodie bag, while stocks last.</li> <li>Complete game card to qualify for the Mystery Draw, scheduled at 2.00 PM and 5.00 PM each day to win additional prizes. Limited to 1 (one) game card per participant only. <ul style="list-style-type: none"> <li>Look for the 3 “Mystery Man” hiding in Suntec City to collect a unique stamp from each of them. Clues to locate them are provided on the game card and released via Health Promotion Board’s Facebook page before noon daily.</li> <li>Submit completed game card at our booth for verification at least 15 minutes before the next scheduled session for the Mystery Draw. (i.e. submission of game card by 1.45 PM for the 2.00 PM session, and latest by 4.45 PM for the 5.00 PM session).</li> <li>You have won a prize at the Mystery Draw if your name and last 3 digits and alphabet of NRIC/FIN is being called. Winners have to be present at booth at the time when being called, if not, the prize will be given to the next winner drawn. NRIC or valid photo ID is required for redemption of prize.</li> </ul> </li> </ol>			
<b>8</b>	<b>What are the prizes for the Mystery Draw, and when are the scheduled sessions?</b>			
	The Mystery Draw happens on 22 – 24 March 2019 (Fri – Sat), at 2.00 PM and 5.00 PM each day.			
	<b>Category</b>	<b>Prizes</b>	<b>No. of Winners</b>	<b>Value</b>
	<b>Mystery Draw: On-site draw for eligible participants on 22 – 24 March, 2.00 PM and 5.00 PM</b>			
	1 <sup>st</sup> – 2 <sup>nd</sup> Prize	<b>Garmin</b> • Vivosmart 3	2 per session	Up to \$229
	3 <sup>rd</sup> – 7 <sup>th</sup> Prize	<b>Garmin</b> • Vivofit 4	5 per session	Up to \$129
	8 <sup>th</sup> – 30 <sup>th</sup> Prize	<b>Actxa</b> • Actxa Spur+	23 per session	Up to \$100
	<b>Total 6 sessions: 22, 23, 24 March 2019 2.00 PM and 5.00 PM</b> <ol style="list-style-type: none"> <li>Sign up for Challenge on Healthy 365 mobile app.</li> <li>Look for the 3 “mystery men” to complete game card by collecting 3 unique stamps.</li> <li>Submit completed game card 15 minutes before the scheduled draw sessions for verification: 1.45 PM for the 2.00 PM session, or 4.45 PM for the 5.00 PM session.</li> </ol>			

	<ul style="list-style-type: none"> <li>• Eligible participants will be issued 1 (one) game card each at our booth.</li> <li>• Game cards submitted after 4.45 PM. on 22 and 23 March 2019 will be kept for the next scheduled session the following day (Example: completed game card submitted at 6.00 PM on 22 March 2019 will be kept for 2.00 PM draw on 23 March 2019).</li> <li>• Participants who qualify but did not win in the current session will not qualify for all subsequent sessions for the Mystery Draw.</li> <li>• Participants have to be present at the time of the scheduled draw when their name and last 3 digits and alphabet of their NRIC is announced, in order to claim the prize. If not, the prize will be given to the next winner drawn.</li> <li>• Mystery Draw sessions will be conducted in ascending order of prize categories (i.e. lowest value prize to highest value prize).</li> <li>• Eligible participants will only be allowed to win a maximum of 1 (one) prize in the Mystery Draw.</li> </ul>
<p><b>9</b></p>	<p><b>Where is the Walk-a-ton and Win with 2XU Challenge booth located on 22 – 24 Mar 2019?</b></p> <p>Our booth is located in Suntec City, outside Ginza Lion, East Wing, #01-649/650. Our booth operating hours is 11.00 AM – 7.00 PM.</p>
<p><b>10</b></p>	<p><b>Where are the 3 unique QR codes located?</b></p> <p>During Challenge period (22 – 31 March 2019, 11:00 - 20:00 daily), look for and scan these 3 unique QR codes within the same day located in Suntec City:</p> <ol style="list-style-type: none"> <li>1. <b><u>Guardian</u></b>, West Wing, #02-328</li> <li>2. <b><u>True Fitness</u></b>, North Wing, #03-318</li> <li>3. <b><u>2XU Performance Centre</u></b>, East Wing, #01-611</li> </ol> <p>Participants will need to find the QR codes at these 3 locations and scan all 3 QR codes on the same day to complete the Challenge.</p>
<p><b>11</b></p>	<p><b>How do I scan the 3 unique QR codes to complete the Challenge?</b></p> <p><u>Step 1:</u> Check that you have already signed up for the Challenge (refer to point 3). Launch the Healthy 365 mobile app, and make sure that you have internet connection via data plan or WIFI connection.</p> <p><u>Step 2:</u> Click on the camera icon to access the camera function and make sure “QR Code” is selected.</p> 

**Step 3:** Scan QR Code. If you see this message, it means you have successfully scanned the QR code.



**Step 4:** To verify your scans, under “Challenges”, select the Walk-a-ton and Win with 2XU Challenge banner.



**12 Must I pay to participate in the Walk-a-ton and Win with 2XU Challenge?**

No, participation is free of charge.

**13 What are the prizes for the Walk-a-ton and Win with 2XU Lucky Draw, and when will the draw be conducted?**

The Walk-a-ton and Win with 2XU Lucky Draw will be conducted on 9 April 2019.

Category	Prizes	No. of Winners	Value	Date/Time of Draw & Conditions
<b>Walk-a-ton and Win with 2XU Challenge Lucky Draw</b>				
Top Prize (1 <sup>st</sup> )	<b>2XU</b> <ul style="list-style-type: none"> <li>• compression tights</li> <li>• compression shorts</li> <li>• speed backpack</li> </ul>	1	Up to \$3,978	<b>9 April 2019</b> 1. Sign up for Challenge on Healthy 365 mobile app. 2. Collect 3 unique QR codes during Challenge period for 1 chance. 3. Earn 1 additional chance when you clock at an average
2 <sup>nd</sup> Prize	<b>2XU</b> <ul style="list-style-type: none"> <li>• compression tights</li> <li>• compression shorts</li> <li>• speed backpack</li> </ul>	1	Up to \$2,978	

3rd – 10 <sup>th</sup> Prize	<b>2XU</b> <ul style="list-style-type: none"> <li>• compression tights</li> <li>• compression shorts</li> <li>• speed backpack</li> </ul>	8	Up to \$455	of 10,000 steps and above or spend a total of 150 minutes on moderate to vigorous physical activities (MVPA) from the start (join date or 22 March 2019, whichever is earlier) to end of Challenge.
11 <sup>th</sup> – 12 <sup>th</sup> Prize	<b>Jaybird</b> <ul style="list-style-type: none"> <li>• Freedom 2 wireless sports headphones</li> </ul>	2	Up to \$229	
13 <sup>th</sup> - 29 <sup>th</sup> Prize	<b>Garmin</b> <ul style="list-style-type: none"> <li>• Vivosmart 3</li> </ul>	17	Up to \$229	
30 <sup>th</sup> – 50 <sup>th</sup> Prize	<b>Garmin</b> <ul style="list-style-type: none"> <li>• Vivosmart HR Ez-Link</li> </ul>	21	Up to \$229	
	<ul style="list-style-type: none"> <li>• Winners of the Walk-a-ton and Win with 2XU Challenge Lucky Draw will be notified via phone call and/or email about 2 weeks from 9 April 2019 (draw date). Participants are required to ensure that their information on Healthy 365 mobile app is accurate. Prizes for uncontactable participants will be forfeited.</li> <li>• Lucky Draws are conducted in ascending order (lowest value prize to highest value prize), to select the winners.</li> <li>• Participants are only allowed to win in one item from each of the following draws: 1) Walk-a-ton and Win with 2XU Lucky Draw, 2) Early Bird Registration Lucky Draw, and 3) Mystery Draw.</li> </ul>			
<b>14</b>	<b>Can I indicate my preferred prize category for the Walk-a-ton and Win with 2XU Challenge Lucky Draw and Mystery Draw?</b>			
	Participants <b>will not</b> be allowed to indicate their preferred prize category. Both lucky draws will be conducted in ascending order of the category (i.e. lowest value prize to highest value prize).			
<b>15</b>	<b>When will I be notified if I am one of the winners of the lucky draws?</b>			
	For the Walk-a-ton and Win with 2XU Challenge Lucky Draw, and the Early Bird Registration Lucky Draw, it would be conducted after the Challenge period. Winners would be notified by phone call and/or email about 2 weeks from 9 April 2019. Participants are required to ensure that their information on Healthy 365 mobile app is accurate. Prizes for uncontactable participants will be forfeited.			
	For the Mystery Draw, it would be conducted on-site and eligible participants have to be present at the time of draw and when name and last 3 digit and alphabet of NRIC/FIN is announced, in order to claim the prize. If not, the prize will be given to next eligible winner drawn.			
<b>16</b>	<b>Will there be any penalty if I decide to withdraw or drop out from the Walk-a-ton and Win with 2XU Challenge?</b>			
	No penalty will be imposed for both withdrawal and drop-out. If you choose to withdraw from the Challenge formally by writing in to us, then you will not be eligible for any of the Lucky Draws.			
<b>17</b>	<b>Can I sign up on behalf of my friends or family members for the Walk-a-ton and Win with 2XU Challenge?</b>			
	No, each person must sign up individually on a smartphone that supports the Healthy 365 mobile app.			
<b>18</b>	<b>Is the Challenge time-based (i.e. is the timing taken to complete the Challenge being considered)?</b>			
	No, the Challenge is not time-based. Participants will not be rewarded for completing the Challenge faster and likewise, participants will not be penalised for taking a longer time to complete the Challenge. Participants can participate in the Challenge at their own pace within the Challenge period as long as they complete the 3 QR code scans within the same day.			
<b>19</b>	<b>Can participants without a smartphone participate in Walk-a-ton and Win with 2XU Challenge?</b>			
	No, only participants with a smartphone that can support the Healthy 365 mobile app may participate in the Challenge.			

<p>20</p>	<p><b>What are the different modes of steps tracking and/or heart rate recording and compatible trackers?</b></p> <p>Participants are encouraged to wear their fitness trackers issued by HPB for the Walk-a-ton and Win with 2XU Challenge. Participants may also participate in the Challenge and track their steps and MVPA duration using other trackers or mobile applications compatible with the Healthy 365 mobile app.</p> <p>National Steps Challenge™ preferred mobile apps and trackers:</p> <ul style="list-style-type: none"> <li>• Actxa® mobile app</li> <li>• Garmin Connect mobile app</li> <li>• Polar Flow mobile app</li> </ul> <p>Other mobile apps and trackers:</p> <ul style="list-style-type: none"> <li>• HealthKit mobile app with Apple Watch</li> <li>• Samsung Health mobile app with Samsung Wearables</li> <li>• Fitbit mobile app with any Fitbit tracker</li> </ul> <p>If you are using one of the compatible mobile apps and fitness trackers, your device needs to be able to track heart rate in order to contribute to the time spent on MVPA.</p>
<p>21</p>	<p><b>Will participants of the Walk-a-ton and Win with 2XU Challenge be given a free HPB fitness tracker?</b></p> <p>HPB fitness trackers will not be distributed for this Challenge.</p> <p>Participants may track their steps and MVPA duration using the following trackers or mobile applications compatible with the Healthy 365 mobile app.</p> <p>National Steps Challenge™ preferred mobile apps and trackers:</p> <ul style="list-style-type: none"> <li>• Actxa® mobile app</li> <li>• Garmin Connect mobile app</li> <li>• Polar Flow mobile app</li> </ul> <p>Other mobile apps and trackers:</p> <ul style="list-style-type: none"> <li>• HealthKit mobile app with Apple Watch</li> <li>• Samsung Health mobile app with Samsung Wearables*</li> <li>• Fitbit mobile app with any Fitbit tracker</li> </ul> <p><b>*Important Notice:</b> Healthy 365's access to heart rate data is restricted by Samsung Health. Participants using Samsung Health as their mode of fitness tracking can only participate in "Steps Rewards" Category until further notice.</p>
<p><b>Healthy 365 mobile app</b></p>	
<p>22</p>	<p><b>Is the Healthy 365 mobile app compatible with my smartphone?</b></p> <p>Please check that both the version of your phone's operating system (OS) and your phone model are compatible with the Healthy 365 mobile app.</p> <p>For smartphone OS versions, the Healthy 365 mobile app requires <b>at least Android 4.4 and iOS 8 and above</b> to operate.</p> <p>To date, the following phone models are known to have compatibility issues with the Healthy 365 mobile app or connection issues with our HPB steps trackers.</p> <ul style="list-style-type: none"> <li>i) LG G2</li> <li>ii) Samsung S3</li> <li>iii) iPhone 4</li> <li>iv) Samsung Note 4</li> <li>v) Samsung Ace</li> <li>vi) Redmi 2</li> </ul>

	<p>vii) ASUS viii) ASUS and Alcatel Tablets (as Healthy 365 are designed to work with smartphones)</p> <p>Please note that this is not an exhaustive list and we are currently working on the Healthy 365 mobile app so that it can be compatible with more phone models.</p>
<b>23</b>	<p><b>Do I need data or internet connection to use the Healthy 365 mobile app?</b></p> <p>The Healthy 365 mobile app <u>requires internet connection</u> (data plan or WI-FI connection) to register for National Steps Challenge™ Season 4 – Walk-a-ton and Win with 2XU Challenge, as well as for the scanning of the 3 unique QR codes located in Suntec City.</p>
<b>Technical assistance/ troubleshooting</b>	
<b>24</b>	<p><b>I cannot click on “I Agree” when I try to register for National Steps Challenge™ Season 4 or Walk-a-ton and Win with 2XU Challenge.</b></p> <p>As the Healthy 365 mobile app is built to be time sensitive, you may encounter an error when the time on your phone is different from the time in Singapore. If you are currently in Singapore, please ensure the time on your phone is accurate.</p> <p>Please follow the steps below:</p> <p>For iOS:</p> <ol style="list-style-type: none"> <li>a) Go to your phone’s “Settings” page</li> <li>b) Tap on “General”, followed by “Date &amp; Time”</li> <li>c) Turn “Set Automatically” option on</li> </ol> <p>For Android:</p> <ol style="list-style-type: none"> <li>a) Go to your phone’s “Settings” page</li> <li>b) Tap on “Date and Time”</li> <li>c) Turn “Automatic date and time” option on</li> </ol>
<b>25</b>	<p><b>I am unable to complete registration for the National Steps Challenge™ Season 4 or Walk-a-ton and Win with 2XU Challenge on the Healthy 365 mobile app.</b></p> <p>You might not have internet connectivity or our servers may be busy/under maintenance at the moment. Please try again later. If the problem persists, please contact us at <a href="mailto:stepschallenge@hpb.gov.sg">stepschallenge@hpb.gov.sg</a> for further assistance.</p>
<b>26</b>	<p><b>I am not able to find an answer to my question under the FAQs.</b></p> <p>For other enquiries, please contact us at <a href="mailto:stepschallenge@hpb.gov.sg">stepschallenge@hpb.gov.sg</a>.</p>