

Frequently Asked Questions Eat, Drink, Shop Healthy Challenge 2017

CHALLENGE MECHANICS

1. What is this 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 products. This year, HPB has adopted a digital platform via the Healthy 365 app. Using the Healthy 365 app, consumers will scan the QR code on receipts ("Receipts") or on QR Tickets after purchasing qualifying healthier items (dish, beverage or product) at participating outlets / stalls to earn Healthpoints. Healthpoints earned can then be redeemed for supermarket and F&B vouchers, as well as earn chance(s) to participate in the Frequent Scanners' Lucky Draw.

2. When is the EDSH Challenge period?

You can participate in the Challenge and accumulate Healthpoints from 1 August 2017, 0000 hours to 31 October 2017, 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 HPB employees and immediate family members are eligible to participate in this Challenge with the following exceptions:

- a) Frequent Scanners' Lucky Draw; or
- b) Winning prizes that are more or equal to S\$250 in value; or
- c) 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 audit 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) When on the "Challenge" tab, select the "Eat, Drink, Shop Healthy Challenge".
- d) After reading the Terms & Conditions, click "I Consent" and sign-up is complete!

If you already are an existing user on Healthy 365 app, you can go to the Challenge 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

Recommended for Android users to download with minimally OS 4.4.

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

After signing up for the EDSH Challenge, visit any of the participating outlets (refer to question 13 on the list of participating outlets) and purchase any Qualifying Dish, Drink, and/or Product (refer to question 14 on qualifying items).

Scan the QR code on the Receipt or QR Ticket with the Healthy 365 app **within the same day of purchase** (i.e. by 2359 hours) to earn Healthpoints.

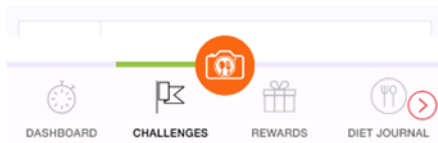
Healthpoints earned per Qualifying Dish, Drink, and Product, as well as the weekly maximum Healthpoints that can be earned in each category, are as follows:

| Category | Healthpoints Per Healthier Item | Weekly Maximum Items for Each Category | Weekly Maximum Healthpoints for Each Category* |
|-----------------------|---------------------------------|--|--|
| Qualifying Dish | 10 | 15 | 150 |
| Qualifying Drink | 5 | 15 | 75 |
| Qualifying Product | 5 | 30 | 150 |
| Weekly maximum | | 60 | 375 Healthpoints |

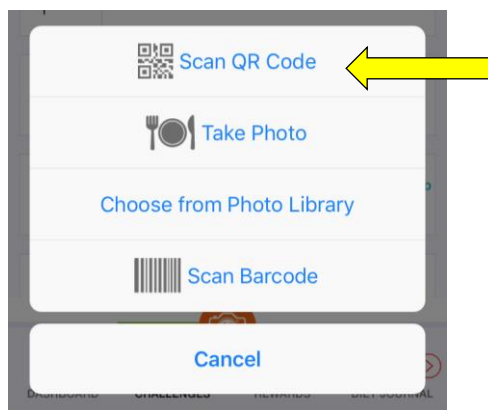
** Bonus Healthpoints earned during 'Wins-Day' Promotion(s) do not contribute to the weekly Healthpoints caps.*

7. Where can I find the QR Code scanning function on H365?

An orange camera icon can be found in the middle of the menu bar at the bottom of the app.



Click on the orange camera icon to launch the menu and select the 'SCAN QR CODE' option to begin QR code scanning.



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

During the 'Wins-Day' promotion(s), each Qualifying Dish, Drink, and/or 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.

These Bonus Healthpoints earned will be eligible for Frequent Scanner Lucky Draw chance(s), but do not count toward the weekly Healthpoint limit (i.e. 375 Healthpoints) shown in question 5.

9. What is the Sur-PRIZE Reward about?

You stand a chance to win a Sur-PRIZE reward for every QR code scanned. The Sur-PRIZE rewards comprise of free food items, lower-sugar drinks, dining and supermarket vouchers. All Sur-PRIZE rewards will be stored within the EDSH Challenge's "REWARDS" page in the Healthy 365 app.

Rewards are available in two (2) formats – electronic voucher ("**E-voucher**") found on the Healthy 365 app or physical voucher.

All Sur-PRIZE Rewards are available on a first-come-first-served, while-stocks-last basis. HPB reserves the right to replace the rewards with immediate effect at any time during the Challenge period without prior notice. HPB further reserves the right to modify and/or terminate this reward scheme at any time at its sole discretion without any further notice.

Redemption of mailed Sur-PRIZE Reward vouchers

For vouchers that will be mailed to you, you will be directed to confirm your mailing address before redemption is complete. Please take note it takes at least 20 working days for the voucher(s) to reach you. You have to redeem the reward at respective participating outlets in accordance with the terms and conditions specified on the physical voucher(s) mailed to you.

All physical vouchers must be redeemed by the date stipulated in the T&Cs, failing which, the physical vouchers will be forfeited and dealt with as deemed fit by HPB and/or Partners. Extension of validity is not permitted.

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.

Redemption of E-vouchers

You will be required to be physically present at the participating outlet at the point when you are redeeming your e-voucher. The participating outlet's staff will click on the "redeem" button before the reward is given.

Please take 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-voucher must be redeemed by the date stipulated in the T&Cs of the E-voucher. If the E-voucher's T&Cs do not specify a deadline for redemption, the E-voucher must be redeemed by 30 November 2017. E-vouchers which remain unredeemed after the applicable date shall be forfeited and dealt with as deemed fit by HPB and/or Partners. Extension of validity is not permitted. All Sur-PRIZE rewards are not exchangeable and cannot be replaced for cash.

10. 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 12 on the list of participating outlets and mode of receiving QR code at each participating outlet)

11. How do I earn 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 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 on the same day of purchase to earn Healthpoints, up to the weekly maximum Healthpoints for each category. You will also stand a chance to win a Sur-PRIZE Reward by scanning the QR code on the Ticket.

12. How do I earn Healthpoints at participating outlets that issue QR code on Receipt(s)?

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 for the same day of purchase and must be scanned using the Healthy 365 app **within the same day of purchase** to earn Healthpoints, up to the weekly maximum Healthpoints for each category. You will also stand a chance to win a Sur-PRIZE Reward by scanning the QR code on the receipt.

For QR codes printed on Receipts, 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 Healthpoints of two (2) qualifying items, according to the category.

13. What are the participating outlets?

| Partners with Qualifying Dish | Setting |
|--|---------------|
| NTUC Foodfare | Coffeeshop |
| Deliveroo (selected F&B Merchants) | E-commerce |
| Bagus | Foodcourt |
| Cantine | Foodcourt |
| Cookhouse by Koufu | Foodcourt |
| Fork and Spoon | Foodcourt |
| Kopitiam and Healthy Kopitiam | Foodcourt |
| Koufu | Foodcourt |
| Mr Teh Tarik Foodcourt | Foodcourt |
| NTUC Foodfare | Foodcourt |
| Sedap | Foodcourt |
| Tanglin Food Hall | Foodcourt |
| The Kitchen | Foodcourt |
| QQ Rice | Food Kiosk |
| Stuff'D | Food Kiosk |
| Bedok Interchange Hawker Centre | Hawker Centre |
| Bukit Panjang Hawker Centre and Market | Hawker Centre |
| Ci Yuan Hawker Centre | Hawker Centre |
| Our Tampines Hub | Hawker Centre |
| Canton Paradise | Restaurant |
| Dian Xiao Er | Restaurant |
| Fish & Co | Restaurant |
| Greendot | Restaurant |
| Hot Tomato | Restaurant |
| Jack's Place | Restaurant |
| Lenu | Restaurant |

| | |
|--------------------------|------------|
| McDonald's ¹ | Restaurant |
| Paradise Classic | Restaurant |
| Paradise Dynasty | Restaurant |
| ParaThai | Restaurant |
| Pasta Fresca | Restaurant |
| PastaMania | Restaurant |
| Penang Culture | Restaurant |
| Pizza Hut ² | Restaurant |
| Pu Tien | Restaurant |
| Roost | Restaurant |
| Sakae Sushi ³ | Restaurant |
| Saybons | Restaurant |
| Seoul Yummy | Restaurant |
| Simply Wrapps | Restaurant |
| Subway | Restaurant |
| Kraftwich by Swissbake | Restaurant |
| Wheat | Restaurant |
| Wrap & Roll | Restaurant |

| Partners with Qualifying Drink | Setting |
|---------------------------------------|----------------|
| Kaki Makan | Café |
| Mr Teh Tarik Express | Café |
| Nanyang Old Coffee Café | Café |
| Toastbox ⁴ | Café |
| Wang Café/Heavenly Wang | Café |
| Ya Kun | Café |
| Broadway | Coffeeshop |
| Chang Cheng | Coffeeshop |
| Coffee United | Coffeeshop |
| Foodfare | Coffeeshop |
| Food Loft | Coffeeshop |
| Food Park | Coffeeshop |
| GHK | Coffeeshop |
| Kim San Leng | Coffeeshop |
| Kopitiam | Coffeeshop |
| KPT | Coffeeshop |
| Mr Teh Tarik Eating House | Coffeeshop |
| BGAIN | Coffeeshop |
| Each A Cup | Drink Kiosk |
| Jollibean | Drink Kiosk |
| Mr Bean | Drink Kiosk |
| Sharetea | Drink Kiosk |
| Kopitiam and Healthy Kopitiam | Foodcourt |

¹ McDonald's will participate in the Challenge from 14 Aug - 30 Sep 2017. Valid only for dine-in or takeaway. Not available via McDonald's® self-ordering kiosks, drive-through, McDelivery® and McCafé®, or at Gardens by the Bay, iFly Singapore, Lido, Resorts World Sentosa, NTU, NUS, Singapore Poly and Temasek Poly.

² Valid only for dine in. Not available for takeaway and delivery and at Pizza Hut Express outlets.

³ Not applicable for outlet at Wheelock Place.

⁴ Toastbox will participate in the Challenge from 14 Aug - 30 Sep 2017.

| | |
|---------------------------------|---------------|
| Sedap | Foodcourt |
| Cantine | Foodcourt |
| Bagus | Foodcourt |
| NTUC Foodfare | Foodcourt |
| Bedok Interchange Hawker Centre | Hawker Centre |
| Bukit Panjang Hawker Centre | Hawker Centre |
| Ci Yuan Hawker Centre | Hawker Centre |
| Our Tampines Hub | Hawker Centre |
| Sakae Sushi ⁵ | Restaurant |

| Partners with Qualifying Product | Setting |
|----------------------------------|-------------------|
| 7-Eleven ⁶ | Convenience Store |
| Cheers ⁷ | Convenience Store |
| Cheers | Esso Stations |
| Cold Storage ⁸ | Retailer |
| NTUC FairPrice | Retailer |
| Sheng Siong | Retailer |

14. How do I know which are the Qualifying Dishes, Drinks, and 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.



⁵ Not applicable for outlet at Wheelock Place.

⁶ Not applicable for outlets at Shell petrol stations and Changi Airport Terminals.

⁷ Not applicable for outlets at Changi Airport Terminals, Nanyang Poly and Blk 142 Tampines Street 12.

⁸ QR Tickets can only be redeemed at in-store activations at selected Cold Storage outlets on selected days. For the schedule of activations, please visit www.gethealthy.sg/eatdrinkshop

Qualifying Drinks refer to the drinks listed below that are sold in participating coffeeshops, foodcourts, cafes, drink kiosks, or hawker centre stalls :

- Siu dai/kosong hot and cold drinks at any participating outlet;
- Packaged drinks with the HCS logo;
- Packaged drinks with zero calories;
- Distilled, sparkling and mineral water;
- Selected specialty drinks with less or no sugar. These are:
 - i. Qualifying drinks for all Participating Outlets selling bubble tea: 50% or less sugar, with one topping except “ice cream” and “Oreo”
 - ii. Qualifying drinks for Jollibean and Mr Bean: Classic Soya Milk (16oz) with 50% or less sugar level

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



15. 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:

- i. You had indeed purchased a healthier item. Qualifying healthier items are indicated with our Healthier Choice identifiers, as outlined in Question 14.
- ii. The outlet is giving out QR Tickets. If so, please request for a QR Ticket if you had purchased a qualifying item.
- iii. The outlet could re-print another 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. 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 product, kindly take a photo of the product with the HCS logo 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 on the same day of purchase to collect your Healthpoints.

16. I purchased a Healthier Choice Symbol (HCS) product from a participating supermarket but did not receive a QR Ticket. How do I get a QR Ticket?

If you have purchased a Qualifying Product from Cold Storage, you may redeem your QR Ticket(s) at selected Spin-the-Wheel activations at the same supermarket chain the Qualifying Product was purchased from. Please refer to our Spin-the-Wheel activation schedule found at www.gethealthy.sg/eatdrinkshop. Only a maximum of 30 QR tickets per person can be redeemed at each activation.

If you have purchased a Qualifying Product from FairPrice and Sheng Siong, you will receive a receipt with a unique QR code printed on it instead of a QR ticket. QR code on receipt(s) is only valid for the same day of purchase and must be scanned using the Healthy 365 app on the day of purchase to earn Healthpoints, up to the weekly maximum Healthpoints for each category. You will also stand a chance to win a Sur-PRIZE Reward by scanning the QR code on the receipt.

For QR codes printed on Receipts, you will only need to scan once regardless of the number of healthier items purchased. For instance, if you have purchased two (2) Qualifying Products, you shall receive one (1) receipt with one (1) QR code printed on it. Scanning this QR code will entitle you to Healthpoints of two (2) Qualifying Products.

17. How do I earn the 740 Bonus Healthpoints Sign-Up Gift?

Participants who sign up for the Challenge will receive 740 Bonus Healthpoints as a Sign-Up Gift. These Bonus Healthpoints which will expire if you do not scan at least one (1) valid QR code (QR code must be obtained from purchase of at least 1 endorsed item) using the Healthy 365 app within 30 calendar days (inclusive of the day you signed up for the EDSH Challenge) from obtaining the 740 Bonus Healthpoints.

These 740 Bonus Healthpoints will not be eligible for any other promotion and can only be used towards accumulation of Healthpoints to redeem Sure-Win Prizes.

HPB reserves the right to replace this sign-up gift with immediate effect at any time during the Challenge period without prior notice. HPB further reserves the right to modify and/or terminate this sign-up gift at any time at its sole discretion without any further notice.

These 740 Recruitment Healthpoints will be reflected in your Challenge 'SUMMARY' page and will NOT contribute to chances for the Frequent Scanners' Lucky Draw.

18. When should I expect to receive the 740 Bonus Healthpoints Sign-up Gift?

Upon signing up for the Eat, Drink Shop Healthy Challenge, please be sure to update your profile. Your 740 Healthpoint will be reflected into your account within one hour. If you do not see it after the stipulated time period, please try to reboot your phone and restart the app.

19. Why are Healthpoints and/or Bonus Healthpoints not awarded or not awarded accurately after I have scanned the QR code on Receipt and/or QR Ticket?

In a week, you can earn a maximum of 150 Healthpoints for Qualifying Dishes, 75 Healthpoints for Qualifying Drinks and 150 Healthpoints for Qualifying Products. Bonus Healthpoints earned will not contribute to these weekly caps.

Scenario 1

You have already earned 70 Healthpoints this week for the Qualifying Drinks category.

After purchasing two (2) more Qualifying Drinks from a participating outlet, you will earn an additional 5 Healthpoints instead of 10 Healthpoints after scanning the QR code on the Receipt or QR Ticket. This is because the weekly maximum Healthpoints for Qualifying Drinks is capped at 75.

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 75 Healthpoints this week for the Qualifying Drinks category, which is the maximum number of Healthpoints 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 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 the problem that you encountered does not include any of the above-mentioned scenarios, please restart the Healthy 365 app and try again. If the problem persists, please email us at eatdrinkshophealthy@hpb.gov.sg or call us at **1800 567 2020** for further assistance. 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

20. What can I do with my Healthpoints?

Accumulate Healthpoints during the Challenge Period to unlock the various tiers and redeem sure-win supermarket or F&B vouchers worth up to a total of \$30. Healthpoints earned after the Challenge Period will not be eligible to redeem any sure-win rewards. The types of rewards are available on a first-come-first-served, while-stocks-last basis.

| Tier | Healthpoints | Sure-win Reward Value |
|-------------|---------------------|------------------------------|
| Tier 1 | 750 | \$5 |
| Tier 2 | Additional 1,500 | \$10 |
| Tier 3 | Additional 750 | \$5 |
| Tier 4 | Additional 750 | \$5 |
| Tier 5 | Additional 750 | \$5 |

All Healthpoints accumulated during the Challenge Period shall expire on 30 June 2018.

The Healthpoints you earn also gives you chance(s) in the Frequent Scanner Lucky Draw, which will be conducted after the Challenge ends. For every 50 Healthpoints accumulated, you earn one (1) chance in the Frequent Scanner Lucky Draw (refer to questions 20 – 24 for more information on the Frequent Scanner Lucky Draw).

21. Are rewards and prizes exchangeable?

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

REDEMPTION OF SURE-WIN REWARDS

22. How can I redeem the sure-win rewards?

- a) Go to “REWARDS” on the menu bar of the Healthy 365 app and select the “Eat, Drink, Shop Healthy Challenge”.

Once you have earned enough Healthpoints to unlock a particular tier, you will be able to click on the “Redeem” button for that tier. Rewards are available on a first-come-first-served, while-stocks-last basis.

- b) All sure-win rewards redeemed by 30 November 2017, 2359 hours, will be mailed to the residential address that is stated in your profile. You are required to ensure that your mailing address is correctly entered at the point of signing up. Please take note that it takes at least 20 working days for the voucher(s) to reach you.

FREQUENT SCANNERS’ LUCKY DRAW

23. What is the Frequent Scanners’ Lucky Draw prize?

The lucky draw prize is one (1) staycation at a local hotel, each worth S\$500. Ten (10) of such prizes are available for the Frequent Scanners’ Lucky Draw. Redemption of staycation has to be made by 31 May 2018.

Each of the ten (10) winners has to redeem the hotel staycation by 29 December 2017, 5pm. Any prize that remain unredeemed after 29 December 2017, 5pm shall be forfeited and dealt with as deemed fit by HPB. Extension of validity is not permitted.

Each of the ten (10) winners has to redeem the hotel staycation in accordance with the terms and conditions specified on the hotel voucher. The prize is non-exchangeable for cash and non-negotiable. Any top-ups will be borne by you at your own cost.

Each participant is eligible to win a maximum of one (1) Frequent Scanners’ Lucky Draw prize.

If you are a HPB employee and/or immediate family members of a HPB employee, you will not be eligible to participate in or win the Frequent Scanner Lucky Draw.

24. When will the Frequent Scanners’ Lucky Draw be held?

The Frequent Scanner Lucky Draw for Healthpoints earned during the Challenge Period will be held by **30 November 2017**. Winners will be contacted by HPB and/or HPB appointed representative for more information on how to receive the prize.

25. What are my chances in the Frequent Scanners’ Lucky Draw?

Every 50 Healthpoints gives you one (1) chance in the Frequent Scanners’ Lucky Draw, regardless of whether you have redeemed your sure-win rewards. The 740 Bonus Healthpoints given as part of the Sign-up Gift will not be eligible for chances in the Frequent Scanner Lucky Draw.

You will only be eligible to win a maximum of one (1) Frequent Scanners’ Lucky Draw prize.

If you are a HPB employee and/or immediate family members of a HPB employee, you will not be eligible to participate in or win the Frequent Scanner Lucky Draw.

26. How can I redeem the Frequent Scanners' Lucky Draw prize?

Frequent Scanners' Lucky Draw winners will be contacted by telephone and must respond within three (3) working days of being notified. In the event that a prize winner is unable to produce valid proof of identity within three (3) working days or, does not respond to the call within the stipulated period, he/she will be disqualified and HPB, shall in its discretion, pick another winner from the reserve list.

HPB will contact the winners to arrange the date, time and venue to collect the prize in person during office hours;

On the appointed date, time and venue, the winner has to produce:

- i. Winner's Identification Card⁹ showing NRIC or FIN number;
- ii. If any winner is unable to be physically present to claim his/her prize, he/she can authorise another person to claim his/her prize on his/her behalf by producing the original authorisation letter signed by the winner, copy of the winner's identification card and the authorised person's original identification card.

Frequent Scanners' Lucky Draw prizes which remain unclaimed after 29 December 2017, 5pm shall be forfeited and dealt with as deemed fit by HPB.

27. Can I request someone else to collect the Frequent Scanners' Lucky Draw prize on my behalf?

Yes. You can authorise someone else to collect your Frequent Scanner Lucky Draw prize. The authorised personnel will need to bring down his/her original NRIC/photo ID (e.g. driving license). He/she also needs to bring along your original NRIC for verification, as well as an original authorisation letter signed by you.

FACEBOOK FRIEND REFERRAL PROGRAMME

28. What is the Facebook Friend Referral Programme about?

Facebook Friend Referral programme will be in the months of August and September 2017 and will reward successful users with \$10 NETS Flashpay card, while stocks last.

Users of Healthy 365 app who have also signed up for the Eat, Drink, Shop Healthy Challenge are required to refer friends on Facebook and fill in the required details as stated in the post.

Eligible participants will be contacted by HPB's designated representative for further details, clarifications and verifications where required. After necessary verifications, one (1) NETS FlashPay card will be mailed to the residential address that is stated in the participant's app profile and/or provided to HPB's designated representative. Please ensure that the address is correctly entered.

⁹ Acceptable Identification Cards are: (1) NRIC card or Singaporean Passport; (2) Immigration Passes such as Student's Pass, Long Term Pass and Dependant's Pass; and (3) Work Passes such as Work Permit, S Pass and Employment Pass.

Each participant is eligible to win a maximum of one (1) Facebook Friend Referral prize throughout the Challenge Period.

29. If I am a winner of the Facebook Friend Referral Programme, will I be eligible for the Frequent Scanner Lucky Draw?

Yes.

PRE-CHALLENGE & POST-CHALLENGE SURVEY

30. What is the pre-Challenge and post-Challenge surveys about?

The pre-Challenge survey is only eligible for participants who have not signed up for the Challenge at the point of doing the pre-Challenge survey, or to participants selected by HPB to take part in the pre-Challenge survey. Pre-challenge survey will open in September 2017. Only participants who have done the pre-Challenge survey will be notified in November 2017 to do the post-Challenge survey.

Participants who complete both the pre-Challenge and post-Challenge surveys will stand a chance to earn a NETS FlashPay card worth S\$10 **by 31 January 2017**, while stocks last. In the event of any dispute between any persons claiming to be entitled to a prize, HPB reserves the right to make the final decision on recipient of the prize.

ACTIVATIONS

31. 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.

32. 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 Products in a single receipt, you will be entitled to one (1) chance to Spin The Wheel, up to a maximum of three (3) chances at each in-store supermarket activation. Spin The Wheel rewards are available on a while stocks last basis.

During in-store activations at Cold Storage supermarket, you may also redeem a QR Ticket for each qualifying product purchased at Cold Storage on any day within the Challenge period. Please present your receipt to redeem QR Ticket(s) at our activations. Only a maximum of thirty (30) QR tickets per person can be redeemed at each activation.

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 QR Ticket or 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**. Supermarket and convenience store receipts will need to have **at least three (3) Qualifying Products on the receipt** to be entitled to one (1) spin. Rewards are available on a first-come-first-served, while-stocks-last basis.

HEALTHY 365 APP TECHNICAL SUPPORT

33. 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.

34. 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.

35. 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:

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

36. 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:

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

37. Why I am unable to see some text in the H365 app?

Kindly close the H365 app, change your phone's font size to small and try again.

38. The information that I am seeing about the Challenge does not seem to be correct on the H365 app. What should I do?

Kindly delete the H365 app, download the H365 app again and restore your profile. Healthpoints accumulated and vouchers redeemed will not be lost.

39. 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.

40. 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.

41. 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
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Sundays and Public Holidays: Closed

42. 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:

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

43. 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:

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