

NATIONAL STEPS CHALLENGE[™] SEASON 6 THEMATIC CHALLENGES

'LOVE AT FIRST MOVE CHALLENGE WITH FAVE AND SWENSEN'S' FREQUENTLY ASKED QUESTIONS

General Information	
1.	<p>What is the 'Love at First MOVE Challenge with Fave and Swensen's'?</p> <p>The 'Love at First MOVE Challenge with Fave and Swensen's' is a thematic challenge of the National Steps Challenge[™] (a physical activity initiative by the Health Promotion Board (HPB)), in partnership with Fave and Swensen's. It encourages participants to be physically active every day, anytime and anywhere.</p> <p>Participants accumulate chances to win attractive prizes in a lucky draw by achieving the Steps or Moderate to Vigorous Physical Activities (MVPA) goals from 14 February 2022 to 27 February 2022.</p> <p>The first 75,000 participants who clock at least 14,300 steps within the Official Challenge Period of the 'Love at First MOVE Challenge with Fave and Swensen's' will also earn a Sure-win Prize.</p>
2.	<p>Who can sign up for the 'Love at First MOVE Challenge with Fave and Swensen's'?</p> <p>The 'Love at First MOVE Challenge with Fave and Swensen's' is open to all members of public who are:</p> <ol style="list-style-type: none"> a) Residing in Singapore with a valid NRIC or FIN. b) Aged 17 years and above (based on birth year). Please note that eligible persons who are 17 years of age must obtain parental consent before participating in the challenge. c) Signed up for the National Steps Challenge[™] Season 6. d) If you are an existing participant of LumiHealth, you must withdraw from LumiHealth in order to sign up for the 'Love at First MOVE Challenge with Fave and Swensen's'. If you would like to withdraw from LumiHealth, do note that once you withdraw from LumiHealth programme, you cannot sign up for it again. Be sure to redeem your coins and use your HPB eVouchers before you withdraw, if applicable. You will not be able to do this after you withdraw. <p>All new, past, and current participants are welcome to sign up for the 'Love at First MOVE Challenge with Fave and Swensen's'.</p>
3.	<p>Can participants of LumiHealth join the 'Love at First MOVE Challenge with Fave and Swensen's'?</p> <p>If you have previously signed up for LumiHealth and would like to sign up for the 'Love at First MOVE Challenge with Fave and Swensen's', you will need to withdraw from LumiHealth first. If you would like to withdraw from LumiHealth, do note that once you withdraw from LumiHealth programme, you cannot sign up for it again. Be sure to</p>

	redeem your coins and use your HPB eVouchers before you withdraw, if applicable. You will not be able to do this after you withdraw. HPB reserves the right to claw back rewards if participants are found to be signed onto both Challenges at the same time.									
4.	<p>Can I join LumiHealth after signing up for the ‘Love at First MOVE Challenge with Fave and Swensen’s’?</p> <p>If you signed up for the ‘Love at First MOVE Challenge with Fave and Swensen’s’ and wish to subsequently sign up for LumiHealth, you will be automatically withdrawn from the ‘Love at First MOVE Challenge with Fave and Swensen’s’. Any rewards that were unlocked prior to joining LumiHealth will remain available for redemption, but you will not be able to earn any additional rewards from the ‘Love at First MOVE Challenge with Fave and Swensen’s’ after joining LumiHealth.</p> <p>Please note that if you have previously withdrawn from LumiHealth to take part in the ‘Love at First MOVE Challenge with Fave and Swensen’s’, you cannot sign up for LumiHealth again.</p>									
5.	<p>Must I pay to participate in the ‘Love at First MOVE Challenge with Fave and Swensen’s’?</p> <p>No, participation in the ‘Love at First MOVE Challenge with Fave and Swensen’s’ is free of charge.</p>									
6.	<p>How does the ‘Love at First MOVE Challenge with Fave and Swensen’s’ work?</p> <p>The ‘Love at First MOVE Challenge with Fave and Swensen’s’ will be conducted via the Healthy 365 app which is available for free download on Google Play Store or Apple App Store. Participants have the option of selecting different fitness tracking modes, including app-based tracking and other compatible fitness tracking devices.</p> <p>From 14 February 2022 to 27 February 2022, participants can earn the following rewards under the ‘Love at First MOVE Challenge with Fave and Swensen’s’ when the qualifying criteria are met.</p> <table border="1"> <thead> <tr> <th>Type</th> <th>Qualifying Criteria</th> <th>Rewards*</th> </tr> </thead> <tbody> <tr> <td>Sure-Win</td> <td>Clock at least 14,300 steps within the Official Challenge Period (Limited to the first 75,000 participants)</td> <td>\$20 Agoda eVoucher (A minimum spending of \$200 is required when using this eVoucher)</td> </tr> <tr> <td>Lucky Draw</td> <td>Achieve daily Steps and MVPA goals during the challenge period. The number of lucky draw chances are directly proportionate to the number of times a goal is achieved, i.e., if the goal under the Steps category is achieved 10 times during the Challenge Period, there will be 10 lucky draw chances earned under the Steps category. Likewise, if the goal under the MVPA category is achieved 10 times during the Challenge Period, 20 lucky draw chances will be earned under the MVPA category.</td> <td>One (1) lucky draw chance for each Step goal met, up to fourteen (14) chances during challenge period Two (2) lucky draw chances for each MVPA goal met, up to twenty-eight (28)</td> </tr> </tbody> </table>	Type	Qualifying Criteria	Rewards*	Sure-Win	Clock at least 14,300 steps within the Official Challenge Period (Limited to the first 75,000 participants)	\$20 Agoda eVoucher (A minimum spending of \$200 is required when using this eVoucher)	Lucky Draw	Achieve daily Steps and MVPA goals during the challenge period. The number of lucky draw chances are directly proportionate to the number of times a goal is achieved, i.e., if the goal under the Steps category is achieved 10 times during the Challenge Period, there will be 10 lucky draw chances earned under the Steps category. Likewise, if the goal under the MVPA category is achieved 10 times during the Challenge Period, 20 lucky draw chances will be earned under the MVPA category.	One (1) lucky draw chance for each Step goal met, up to fourteen (14) chances during challenge period Two (2) lucky draw chances for each MVPA goal met, up to twenty-eight (28)
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Category	Period	Goal									
Steps	14 February – 27 February 2022	Clock at least 10,000 steps in 1 day									
MVPA	14 February – 27 February 2022	Clock at least 30 minutes of MVPA in 1 day									
	<p>Achieve weekly MVPA goals during the challenge period.</p> <table border="1"> <thead> <tr> <th>Week</th> <th>Period</th> <th>Weekly MVPA Goal</th> </tr> </thead> <tbody> <tr> <td>Week 1</td> <td>14 February – 20 February 2022</td> <td>Clock at least 150 minutes of MVPA</td> </tr> <tr> <td>Week 2</td> <td>21 February – 27 February 2022</td> <td>Clock at least 150 minutes of MVPA</td> </tr> </tbody> </table> <p>Please note that the weekly MVPA goals for both Week 1 and Week 2 must be met to obtain double (x2) lucky draw chances.</p>	Week	Period	Weekly MVPA Goal	Week 1	14 February – 20 February 2022	Clock at least 150 minutes of MVPA	Week 2	21 February – 27 February 2022	Clock at least 150 minutes of MVPA	<p>Double (x2) lucky draw chances earned from meeting weekly MVPA goals during challenge period</p>
Week	Period	Weekly MVPA Goal									
Week 1	14 February – 20 February 2022	Clock at least 150 minutes of MVPA									
Week 2	21 February – 27 February 2022	Clock at least 150 minutes of MVPA									
	<ol style="list-style-type: none"> 1) Take a selfie at any Swensen’s outlet, featuring their signboard clearly in the photo, and let us know your favourite Healthier Choice options at Swensen’s. 2) Share a screenshot of a physical activity class on Fave app that you plan to join with your loved ones and tell us why. 3) Submit your selfie and screenshot via Form.SG (https://go.gov.sg/nsc6-faveswensenstc) during the Official Challenge Period. 	<p>Triple (x3) lucky draw chances earned from completing the FormSG submission</p>									

* HPB reserves the right to provide alternative rewards at its sole discretion without any further notice to participants. Sure-win prizes are while stocks last.

- Participants may use any number of days within the Official Challenge Period to clock the total of 14,300 steps for the Sure-win Prize. Steps need not be clocked on consecutive days.
- Step count must be clocked and synced to the Healthy 365 app during the Official Challenge Period to be considered towards the qualifying criteria. Only step counts from the day a participant joins the Challenge or from the day of commencement of the Official Challenge Period, whichever is later, will be considered. All step counts must be synced to the Healthy 365 app before the Challenge ends to be considered.

Any step count synced after the end of Challenge will not be considered, even if the step count was clocked during the Official Challenge Period.

- Double lucky draw chances will be awarded to eligible Participants who met the weekly MVPA goals for both Week 1 and Week 2 during the Official Challenge Period.
- Triple lucky draw chances will be awarded to eligible Participants who have submitted accurate information by 27 February 2022, 2359 hours. Participants will be required to provide the relevant information and submit it via Form.SG (<https://go.gov.sg/nsc6-faveswensenstc>) during the Official Challenge Period for verification. Please note that Participants only need 1 (one) completed submission to be eligible for triple lucky draw chances. If multiple submissions are received from the same Participant, only the first submission will be considered.
- Double and triple lucky draw chances are stackable. Participant(s) who met the criteria for double and triple lucky draw chances and earned the maximum of 42 lucky draw chances from meeting all daily steps and MVPA goals, will obtain the maximum possible 252 lucky draw chances for the 'Love at First MOVE Challenge with Fave and Swensen's' Draw.

7. **What are the prizes for the 'Love at First MOVE Challenge with Fave and Swensen's' Draw?**

Eligible participants who earn lucky draw chances for the 'Love at First MOVE Challenge with Fave and Swensen's' Draw will stand to win one of the prizes shown in the list below.

Love at First MOVE Challenge with Fave and Swensen's			
Tiers	Prizes	Prize Value	No. of Winners
Grand Prize	<ul style="list-style-type: none"> • Fave: 2D1N 5-star Hotel Stay (\$600) • Swensen's: 1 x Swensen's Family Choice Set for Two (Healthier Dining Programme Endorsed Items Only) (\$62.40) 	\$662.40	2
2 nd Tier	<ul style="list-style-type: none"> • Fave: \$50 Fave e-Cashback • Swensen's: 1 x Swensen's Family Choice Set for Two (Healthier Dining Programme Endorsed Items Only) (\$62.40) 	\$112.40	4
3 rd Tier	<ul style="list-style-type: none"> • Swensen's: 1 x Swensen's Family Choice Set for Two (Healthier Dining Programme Endorsed Items Only) 	\$62.40	60
4 th Tier	<ul style="list-style-type: none"> • Pokémon Kits: Tote bag, Umbrella and National Steps Challenge™ collapsible mug 	\$7.07	36,000

5 th Tier	<ul style="list-style-type: none"> • Swensen's: Single Scoop Lower-Sugar Ice-cream 	\$5.64	2,700
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* Prizes are not transferable, not assignable and not redeemable for cash. HPB may, in its sole and absolute discretion and without prior notice, replace, change or substitute any prizes with another of similar value.

8. **How do I sign up for the 'Love at First MOVE Challenge with Fave and Swensen's'?**

Participants can start to register for the challenge from 7 February 2022 and earn rewards once the challenge officially commences from 14 February 2022. To participate:

1. Download the Healthy 365 app on Google Play or Apple App Store. A minimum OS of Android 6 or iOS 10 is required.
2. Create or restore your profile on the Healthy 365 app.
3. A One Time Password (OTP) will be sent to your profile's registered mobile number.
4. Pair your fitness tracking device with the Healthy 365 app.
5. Find the 'Love at First MOVE Challenge with Fave and Swensen's' under "Challenges" on the "Explore" tab and tap "Join now".
6. Agree to the Terms and Conditions.

9. **Can I withdraw from the 'Love at First MOVE Challenge with Fave and Swensen's'?**

You may withdraw from the 'Love at First MOVE Challenge with Fave and Swensen's' by calling our hotline at 1800 567 2020 (Mon-Fri 8am-5pm, Sat 8am-1pm) or emailing in to stepschallenge@hpb.gov.sg.

Individuals who have withdrawn are allowed to re-join the challenge but only the period for when they are in the challenge will be counted towards their rewards.

10. **Can I sign up on behalf of my friends or family members for the 'Love at First MOVE Challenge with Fave and Swensen's'?**

Each person must sign up individually via the Healthy 365 app on a compatible device.

11. **When does the 'Love at First MOVE Challenge with Fave and Swensen's' start?**

The 'Love at First MOVE Challenge with Fave and Swensen's' will officially start on 14 February 2022, 0000 hours and end on 27 February 2022, 2359 hours (Singapore time).

The Challenge will be available for pre-registration on the Healthy 365 app under the Explore tab > Challenges tab, from 7 February 2022, 1200 hours Registration will end on 27 February 2022, 2359 hrs (Singapore time).

Information on Steps and MVPA

12. **What is Moderate to Vigorous Physical Activity (MVPA)?**

Physical activity is a core component of a healthy lifestyle and covers a range from incidental movement (such as walking to get to places) to leisure-time physical activity (such as sports) and exercise that range from moderate intensity to vigorous intensity.

Moderate physical activities refer to those that cause a noticeable increase in breathing rate. For instance, brisk walking at approximately 100 steps per minute should get you to be able to carry on a conversation but not have enough breath to sing.

	<p>Vigorous physical activities refer to those that cause a large increase in breathing rate. For instance, you will not be able to carry out a conversation while you are jogging or doing step aerobics, but you are not out of breath.</p> <p>For more information on MVPA, please refer to www.stepschallenge.sg.</p>
13.	<p>I have been exercising, why were my MVPA minutes not recorded in the Healthy 365 mobile app?</p> <p>The Healthy 365 mobile app will only register MVPA duration for exercise sessions that last for more than 10 continuous minutes and at a moderate to vigorous level of intensity.</p> <p>Please note that participants who have declared that they are unfit to proceed with the MVPA category under National Steps Challenge™ will not be able to earn chances for the ‘Love at First MOVE Challenge with Fave and Swensen’s’ Draw from MVPA.</p> <p>If you wish to change your fitness status, please email to stepschallenge@hpb.gov.sg with the email title: Reset Health Declaration Status and resubmit your Health Declaration status via the Healthy 365 mobile app under “Profile” before the end of the registration period (27 February 2022, 2359 hrs). Health declaration status that are changed after 27 February 2022, 2359 hrs would not be accepted.</p>
14.	<p>How do I know if my activities are of moderate to vigorous intensity?</p> <p>MVPA is attained when you reach at least 64% of your maximum heart rate (<i>Source: National Physical Activity Guidelines, Health Promotion Board, 2011</i>). An individual’s maximum heart rate is estimated to be 220 minus the individual’s age. You can now check your heart rate easily during your activities with our HPB heart rate monitoring fitness tracker. The HPB fitness tracker is able to track your heart rate automatically throughout the day, as long as the tracker is worn correctly on the wrist. When you sync your fitness records to the Healthy 365 mobile app, your duration of MVPA will be automatically computed.</p>
15.	<p>How will my heart rate be recorded by HPB fitness trackers?</p> <p>The HPB fitness tracker automatically tracks heart rate throughout the day, as long as the tracker is turned on, has sufficient battery and is worn correctly on the wrist. Heart rate is measured in beats per minute (bpm) and can vary from person to person depending on factors like age and fitness level. If you wish to monitor your heart rate more accurately in real-time, you may trigger the “Workout Mode” function manually.</p> <p>To trigger the “Workout Mode” function, tap on the screen of the HPB fitness tracker where the touch sensor is located until the word “Workout” is displayed. Do a “long tap” (tap and hold) on the touch sensor to trigger the “Workout Mode” to view real-time heart rate tracking.</p> <p>Do note that staying on “Workout Mode” for extended periods of time will drain the fitness tracker’s battery. Please remember to switch off the function after each exercise session to conserve battery power.</p>
16.	<p>What other fitness tracking devices/apps are compatible with the Healthy 365 app?</p>

	<p>Aside from using the fitness trackers issued by HPB, you may also track your steps and MVPA duration using other trackers or mobile applications compatible with the Healthy 365 app.</p> <p>Compatible fitness tracking devices and apps:</p> <ul style="list-style-type: none"> • <i>Actxa® app</i> • <i>Apple Health app</i> • <i>Fitbit app with any Fitbit tracker</i> • <i>Garmin Connect™ app</i> • <i>Polar Flow app</i> • <i>Samsung Health app</i> <p>If you are using one of the above compatible fitness tracking devices or fitness mobile apps your device needs to be able to track heart rate in order to contribute towards the MVPA category.</p>
17.	<p>Is there a deadline to sync my fitness records?</p> <p>Yes, all fitness records must be synced to the Healthy 365 app by 27 February 2022, 2359 hrs. Note that only fitness records from 14 February 2022 to 27 February 2022 which are synced to the Healthy 365 app will be taken into account for the Challenge.</p> <ul style="list-style-type: none"> • Only step counts from the day a participant joins the Challenge or from the day the Challenge starts, whichever is later, will be considered. • All step counts must be synced to the Healthy 365 app before the Challenge ends to be considered. Any step counts synced after the Challenge has ended will not be considered, even if the step count was clocked during the Official Challenge Period.
18.	<p>Can non-smartphone participants take part in the ‘Love at First MOVE Challenge with Fave and Swensen’s’?</p> <p>Only participants using compatible smartphones with the Healthy 365 app installed are able to take part in the ‘Love at First MOVE Challenge with Fave and Swensen’s’.</p>
19.	<p>I need a fitness tracker for the ‘Love at First MOVE Challenge with Fave and Swensen’s’. Am I eligible to collect a new HPB Fitness Tracker for the challenge?</p> <p>HPB fitness trackers are available for collection in National Steps Challenge™ Season 6. All participants who meet the following eligibility conditions can collect a new HPB fitness tracker.</p> <p>(a) You must be a Singaporean or Permanent Resident of Singapore with a valid NRIC. (b) You must be 17 years or older (based on birth year) at the point of registration. Eligible persons who are 17 years of age must have obtained the necessary parental consent to register for the Challenge. (c) You have signed up for the National Steps Challenge™ Season 6 at the point of fitness tracker collection; and (d) You have not collected a HPB fitness tracker in National Steps Challenge™ Season 5.</p>

	<p>Exceptions apply:</p> <p>(e) Returning Participants who have completed all 6 tiers under the Steps Rewards category in previous seasons of the National Steps Challenge™ (“Steps Completers”), and selected employees under participating public service agencies are eligible for the collection of a new HPB fitness tracker even if they have collected a HPB Fitness Tracker in National Steps Challenge™ Season 5.</p> <p>Do note that the above exception does not apply to participants who completed the Steps category during The National Steps Challenge™ Season 5 Bonus Round or The National Steps Challenge™ Season 6.</p> <p>Eligible participants may collect 1 free HPB fitness tracker each. Eligible participants will be able to book an appointment to collect a Season 6 HPB fitness tracker on the Healthy 365 app.</p> <p>Click here for a step-by-step guide on how to book a collection appointment on the Healthy 365 app.</p> <p>If you are not eligible to collect a Season 6 HPB fitness tracker, you may make a 1-for-1 exchange for your faulty Season 5 HPB fitness tracker, while stocks last. For information on how to make a tracker exchange or if you have lost your Season 5 HPB fitness tracker, click here.</p>
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Healthy 365 App

20.	<p>Is the Healthy 365 app compatible with my smartphone?</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 app.</p> <p>For smartphone OS versions, the Healthy 365 app requires at least Android 6 and iOS 10 and above to operate.</p> <p>Note however that newer Huawei phone models that do not support Google Play Store app would not be compatible.</p>
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21.	<p>Do I need data or internet connection to use the Healthy 365 app?</p> <p>Yes, internet connection is required in order to use the Healthy 365 app, which allows participants to register for Challenges, sync steps and MVPA duration, as well as update Healthpoints and redeem rewards.</p>
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Technical assistance/ Troubleshooting

22.	<p>I cannot click on “I agree to the Terms & Conditions” when I try to register for the ‘Love at First MOVE Challenge with Fave and Swensen’s’.</p> <p>Please ensure that your smartphone has internet connection in order join challenges. As the Healthy 365 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: For iOS: a) Go to your phone’s “Settings” page b) Tap on “General”, followed by “Date & Time”</p>
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	<p>c) Turn on “Set Automatically” option</p> <p>For Android:</p> <p>a) Go to your phone’s “Settings” page</p> <p>b) Tap on “Date and Time”</p> <p>c) Turn on “Automatic date and time” option</p>
23.	<p>I am unable to complete registration for the ‘Love at First MOVE Challenge with Fave and Swensen’s’ on the Healthy 365 app.</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 stepschallenge@hpb.gov.sg for further assistance.</p>

For other enquiries, please contact us at stepschallenge@hpb.gov.sg.