

SCAN & WIN CHALLENGE FREQUENTLY ASKED QUESTIONS (FAQs)

Section A: General Information

1. What is the Scan & Win Challenge?

The Scan & Win Challenge is an extension of the National Steps Challenge[™] which encourages Singaporeans to stay physically active. Discover Scan & Win locations around Singapore and scan the QR codes with your Healthy 365 app to start earning rewards. Earn up to 80 Healthpoints each week, all year round! It's that easy!

2. How to participate in the Scan & Win Challenge?

- i) Download the latest version of the Healthy 365 app.
- ii) Restore your profile, if necessary.
- iii) Launch the Healthy 365 app then tap Explore > Challenges.
- iv) Tap "Scan & Win Challenge" and follow the on-screen instructions to sign up.

After you have signed up, you can tap "Challenge Progress" > "Scan & Win QR Code Locations" to see the full list of Scan & Win QR code locations. Alternatively, you could also visit this [link](#) to view the full list of Scan & Win QR code locations.

When you are at a Scan & Win location, use the "Scan" function within your Healthy 365 app to scan the QR code to start earning rewards.

Note: Participants signing up for the Scan & Win Challenge will need to be enrolled into the National Steps Challenge[™] as well. Only eligible individuals with a compatible smartphone and the latest version of the Healthy 365 app may participate in the Scan & Win Challenge.

3. When will the Scan & Win Challenge start?

The Scan & Win Challenge registration starts on **14 Apr 2022, 1200 hours** and ends on **28 February 2023, 2359 hours**.

The Scan & Win Challenge will officially begin on **19 Apr 2022, 0000 hours** and ends on **31 March 2023, 2100 hours**.

Section B: Registration

4. Who can sign up for the Scan & Win Challenge?

Scan & Win Challenge is open to all members of the public who are:

- (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 below 18 years of age must obtain parental consent before participating in the challenge.

Please note that participation in the National Steps Challenge™ is required to join the Scan & Win Challenge.

5. Do I have to pay to participate in the Scan & Win Challenge?

Participation in the Scan & Win Challenge is free of charge.

6. How do I withdraw from the Scan & Win Challenge, and is there any penalty to do so?

To withdraw from the Scan & Win Challenge, please email stepschallenge@hpb.gov.sg or call **1800 567 2020** (Mon-Fri 8am-5pm, Sat 8am-1pm).

Any rewards unlocked before the withdrawal will remain available for redemption. However, you will not be able to earn any additional rewards from the Scan & Win Challenge.

Section C: Challenge Mechanics

7. How do I accumulate QR code scans to earn Healthpoints?

Earn up to a maximum of 240 Healthpoints if you managed to clock 30 QR code scans within 3 weeks from the first scan. 80 Healthpoints will be issued for every 10 QR codes scanned within the 3 weeks.

Please note that you may only scan a maximum of 2 unique QR codes per day, and your scan progress will reset to zero after 3 weeks.

Healthpoints will be credited immediately into your Healthy 365 app e-Wallet upon every 10 successful QR code scans within 3 weeks, up to a maximum of 240 Healthpoints.

8. Where are the QR codes located?

After you have signed up for the Scan & Win Challenge, tap Challenge Progress > Scan & Win QR Code Locations to see the full list of Scan & Win QR code locations. Alternatively, you may also visit this [link](#) to view the full list of Scan & Win QR code locations.

9. How do I scan the QR code?

Please check that “Location Services” function on your smartphone is turned on.

Next, tap the “Scan” icon on your Healthy 365 app to launch a camera function. Point the camera at the QR code to do the scan.

Note: You will need to be physically present to scan the QR code with your Healthy 365 app.

10. I cannot scan the QR code/the QR code does not work, what is wrong?

Please ensure that your smartphone’s “Location Services” function is turned on, and that you are scanning the QR code with the ‘Scan’ function of your Healthy 365 app. Tap the “Scan” icon on your Healthy 365 app to launch a camera function. Point the camera at the QR code to do the scan.

If these do not resolve your issue, please let us know the QR code’s location through our Customer Care hotline at **1800 567 2020** (Mon-Fri 8am-5pm, Sat 8am-1pm) or email at stepschallenge@hpb.gov.sg.

11. How do I view my challenge progress?

Once you sign up for the Scan & Win Challenge, a “Scan & Win Challenge” banner will appear on the “Challenge Progress” section under the “Home” page of your Healthy 365 app. Tap on that banner and you will see your scan progress.

80 Healthpoints will be issued for every 10 QR codes scanned within the 3 weeks. Accumulate 30 QR code scans within 3 weeks from the first scan to earn 240 Healthpoints. Please note that the scan progress will reset to zero after 3 weeks.

Note that you may only earn a maximum of 240 Healthpoints every 3 weeks, and scan only 2 unique QR codes per day.

12. How do I redeem Healthpoints earned from the Scan & Win Challenge?

Healthpoints earned will be directly credited into participants' e-wallets, which can then be redeemed for eVouchers via the HPB Loyalty Programme on the Healthy 365 app.

Participants may select a reward of their choice. Once the redemption request has been submitted, it cannot be changed.

For more information on Healthpoints redemption, please refer to this [guide](#).

13. What happens to my incomplete scan progress when the Scan & Win Challenge ends?

If you have not accumulated sufficient scans to earn Healthpoints, this incomplete scan progress will be forfeited after the Challenge ends on 31 March 2023, 2100 hours. Participants are reminded to complete your scans before 31 March 2023, 2100 hours to earn rewards. You will not be able to accumulate scans after the Challenge ends on 31 March 2023, 2100 hours.

14. My Scan & Win “Challenge Progress” on the Healthy 365 app shows that my 3-week scan cycle ends after 31 March 2023. Does this mean I will be able to accumulate scans after 31 March 2023?

The Scan & Win Challenge ends on 31 March 2023, 2100 hours. All Scan & Win QR code locations will be deactivated and participants will not be able to accumulate any more scans after the Challenge ends. Participants are reminded to complete your scans before 31 March 2023, 2100 hours. If you have not accumulated sufficient scans to earn Healthpoints, this incomplete scan progress will be forfeited after the Challenge ends.