

Terms and Conditions for I Quit Programme

The terms and conditions set out herein (“the Terms”) shall govern your participation in the Health Promotion Board (“HPB”)’s I Quit programme (“the Programme”). By participating in the Programme, you certify that you have read and agree to comply with and be bound by the Terms.

i. Pre-requisites

1. To qualify for participation and incentives in the Programme, you must be **21 years old and above** and either a **Singapore Citizen** or **Singapore Permanent Resident** and a **smoker**. Non-Residents and Long-Term Pass holders can participate in the programme but are not eligible for incentives.
2. Participants may register for the Programme online at www.go.gov.sg/iQuit or via community activations conducted by HPB’s appointed event organisers.
3. All participants must be a current smoker at the point of registering for the Programme.
4. Each participant must ensure that all information provided during the registration process is complete and accurate. Participants who provide inaccurate information will not be eligible to receive the incentives.
5. At the point of registration, all participants must complete an online survey which will recommend an appropriate smoking cessation pathway based on participants’ needs. The three smoking cessation pathways include “I Quit SMS nudges”, “QuitLine phone counselling” and “Face-to-face counselling at pharmacies or partners’ premises. Participants are, however, allowed to choose their desired smoking cessation programme.
6. Each participant must be committed to stay smoke-free for six months consecutively from their indicated programme start date in order to be eligible to receive incentives offered by HPB. If participants relapse at any point during their smoke-free journey, participants can restart the Programme by calling QuitLine at 1800 438 2000*. **All participants must be on the Programme to be eligible to receive the incentives.** This means that if you relapse and attempt to quit smoking again on your own but did not call QuitLine to restart your journey on the Programme, you will not be eligible to receive the incentives.

ii. Duration of the Programme

7. “Face-to-face counselling” is delivered by pharmacists from participating pharmacies or partners’ premises. All participants who would like to enrol for the face-to-face smoking cessation counselling programme must complete the online registration and survey via I Quit registration page.
8. Participants will be required to stay smoke-free throughout the six months of the Programme and are required to report their smoke-free status in response to the SMS according to progress milestones set, i.e. at the end of 28 days, on the 2nd, 3rd, 4th, 5th, 6th and up to 12th month of the Programme. A reminder SMS will be sent on the due date of each progress milestone. Should a relapse occur during the quit journey, participants are advised to re-start the journey by calling in to QuitLine.

iii. Follow-up

9. By signing up for the Programme, participants provide consent to receive quit tips, follow-up calls and messages, via their mobile numbers and email addresses provided in the registration form throughout the Programme up to 12 months after their indicated quit date. In addition, for participants of the “Face-to-face counselling at pharmacies” programme, they would also be followed up at 12th month, as part of the Start to Stop programme.
10. By registering for the Programme, the participant consents to the collection and use of their personal data (i.e. Participants’ particulars and quit smoking journey) by Quit consultants and service providers engaged by HPB, and healthcare providers for the following purposes:

- A) verifying and processing the registration of the participant under the Programme;
- B) reviewing, managing and coordinating support and needs of the participant for this Programme;
- C) reviewing and developing the Programme (including research studies that are related to the Programme eg. post programme surveys) and contacting the participant in relation to these studies;
- D) assessing the eligibility of the participant for any Related Programme or Scheme that the participant has enquired or applied for, as well as contacting that participant in relation to such Related Programme or Scheme (e.g Healthier SG);
- E) verifying, processing, and auditing any payments made in relation to the Programme in connection with that participant,
- F) guide policy and planning to improve the overall health of participants.

iv. Incentives

11. Participants will be eligible to redeem **HPB e-vouchers worth up to \$100** if they have indicated that they are smoke-free for six months consecutively and have reported their smoke-free status according to the indicated milestones through reporting mechanisms provided by HPB throughout the Programme. **These mechanisms include i) SMS and ii) verification test iii) downloading the Healthy 365 app on their phone.** Participants' smokefree status is based on the verification test result and eligibility criteria as stated in para 1 and 15. In situations where the result is not definitive, HPB has the right to make the final decision with regards to the smoke-free status of each participant. Do note participants who choose to take Nicotine Replacement Therapy (NRT) will be required to stop completely for one week before the validation for more accurate results.
12. All successful quitters must validate their smoke-free status within **one month** of receiving their SMS notification at end of 28 days, 3rd month and 6th month. Participants who fail to do so will no longer be entitled to receive their incentives.
13. The incentives scheme is determined solely by HPB and may be subject to changes without any prior notice to participants. HPB makes no guarantee on the availability of any incentives arising from such participation.
14. Participants will not be eligible to receive incentives if they have restarted their quit journey more than twice and have collected any incentives in both the previous two quit journeys. For example, if a participant has collected incentives at 28 days and 3 month of the quit journey and relapses at the 6 month progress milestone, the participant may restart his/her quit journey by calling in to QuitLine and will be eligible to receive incentives during the second quit journey. During the second quit journey, if the participant collects an incentive at the 28 day progress milestone and subsequently relapses, he/she can restart the Programme and go through another quit journey but will not be eligible to receive any more incentives.
15. HPB reserves the right to disqualify or suspend a Participant's participation, and withdraw or claw back any incentives provided under this I Quit Programme from any Participant at its sole discretion if:
 - a. HPB, in its sole discretion, decides that the participation is not valid (for example, participant was found to be a non-smoker at point of registration);
 - b. Participant does not agree to abide by or be bound by, or breach the I Quit Programme Terms & Conditions
 - c. Participant is abusive to HPB staff, Quit consultants, or service providers at any point of contact;

- d. Participant failed to provide true, correct and accurate information at any point of contact
- e. HPB discovers or has reasonable grounds to suspect that the
 - i. Participant has attempted to undermine or have undermined the operation of the I Quit Programme by fraud, cheating, deception, dishonest means or otherwise manipulating the mechanics of the I Quit Programme including without limitation, the unauthorised use of profiles not belonging to the Participant, in which event, the Participant may be referred to the relevant law enforcement agencies for investigation; or
 - ii. Participant's participation status and any earning of any incentives under the I Quit Programme including without limitation, verification test results were fraudulent in nature; and/or
- f. the Participant has received any rewards and/or entitlement under the I Quit Programme pursuant to a glitch or technical error or malfunction of the system

v. Withdrawal

16. Participants may withdraw from the Programme by calling QuitLine at 1800 438 2000*.

vi. Declaration

- **I declare that all the information provided in the Registration Form for the Programme is true and correct. I declare I am a current smoker and understand that Health Promotion Board (HPB) is under no obligation to verify or check any information I have provided in the Registration Form, and I accept that I remain fully responsible for the accuracy of the information I am now submitting.**
- I confirm that I have read, understood and I agree to the Terms and Conditions of the Programme

*Kindly note that airtime charges apply for mobile calls to 1800 service lines and calls are free of charge only if made from regular land lines.