HPB Rewards Programme

Healthpoints. Rewards. HPB eVouchers.

Step by Step Guide for Rewards

Version: 1 August 2025

Content

General Guidelines

a) Follow the on-screen instructions to redeem Healthpoints (HP) for rewards and use eVouchers.

b) For redemption of SimplyGo eVoucher, you will require a minimum of 150HP. Once redeemed, you would be required to proceed to the nearest SimplyGo Ticketing Office or Kiosk located at MRT stations/bus interchanges, or use the SimplyGo app (for SimplyGo Concession and SimplyGo EZ-Link card holders only) to top up your SimplyGo eVoucher before it expires.

c) Read the terms of use stated for each eVoucher and activate to use the eVoucher only when you are ready to make a purchase. (Note: Brighten your screen to enable ease of scanning.)

d) HPB eVouchers can be used at a range of merchants (e.g., F&B, retail, lifestyle, malls and supermarkets). Refer to the list of participating merchants found under the details of HPB eVoucher on the Healthy 365 app.
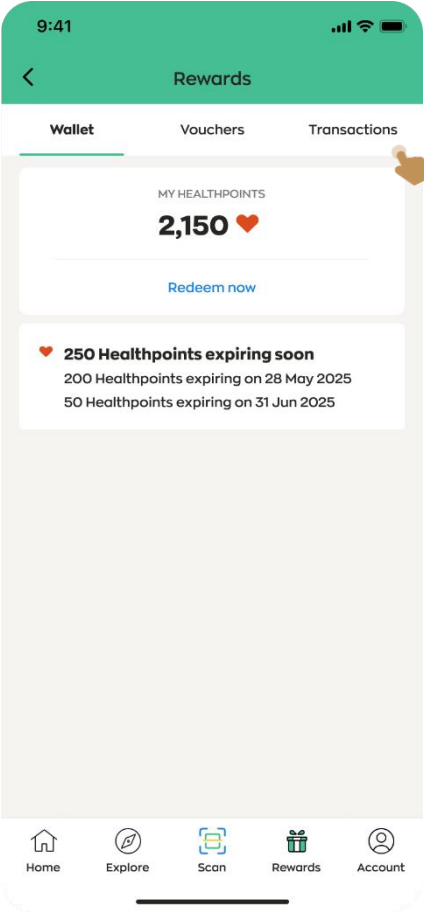
For more information, refer to the FAQs for HPB Rewards Programme.

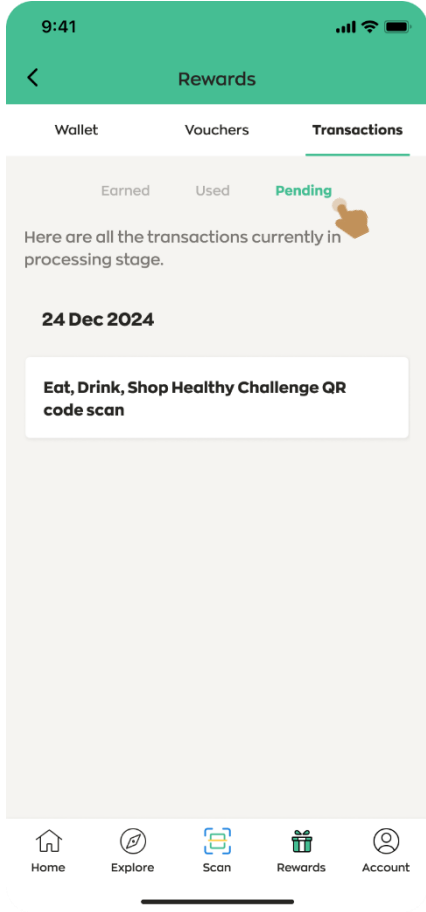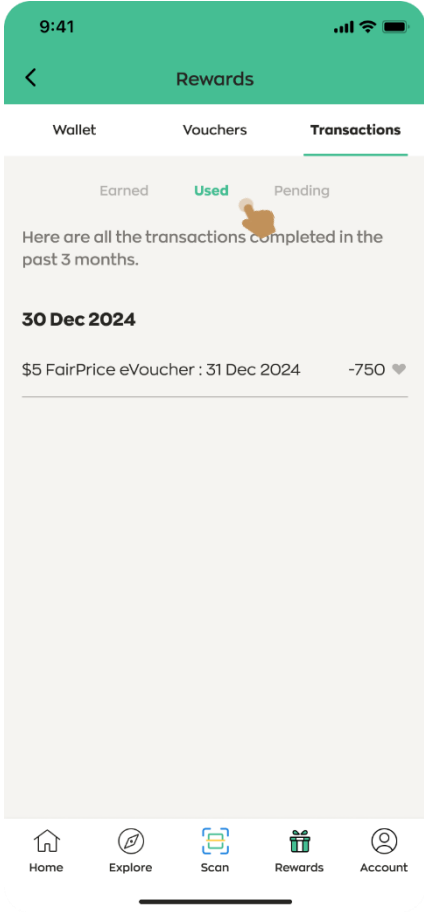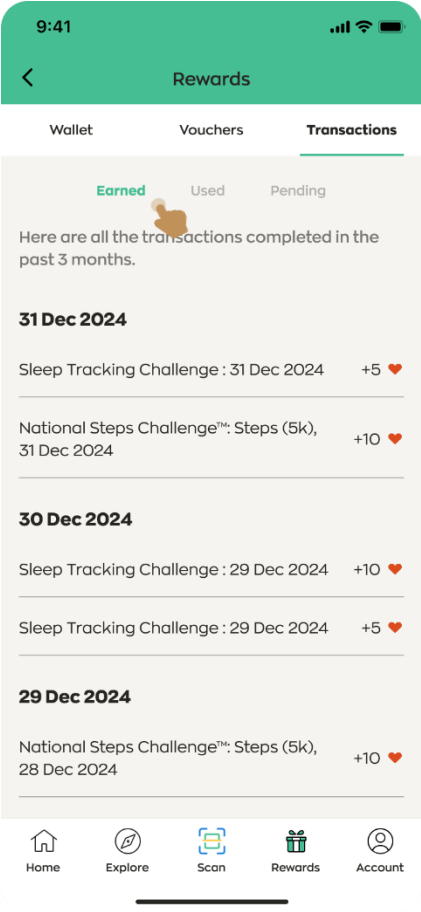# Viewing Healthpoints (HP) Summary & Transaction History

Step 1:
Tap on "**My Healthpoints**" to redeem rewards
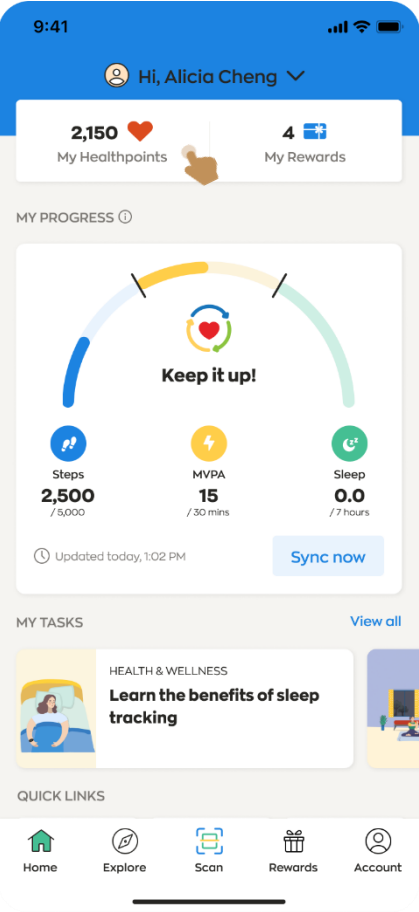
Step 2:
Under "**My Wallet**" dashboard, a HP summary is shown. Tap on "**Transactions**"
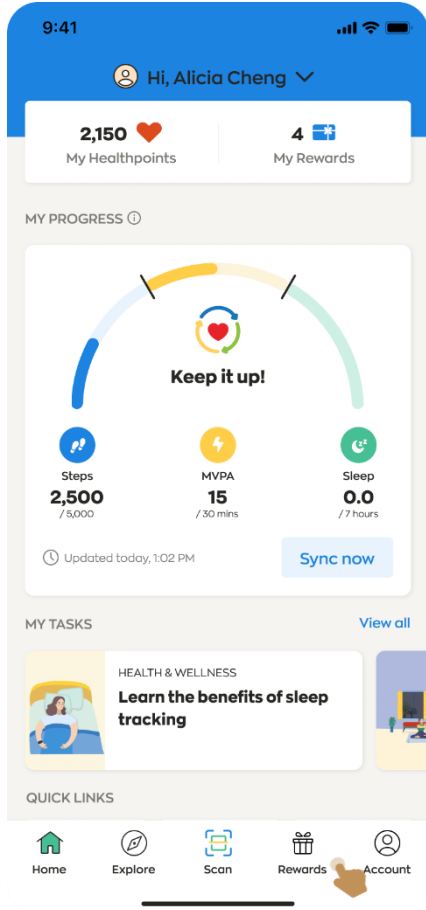
Step 3:
Under **"Transactions"** dashboard, details of HP is shown
Tap on **"Earned"** > details of HP credited,
"Used" > details of HP redeemed for vouchers, and
"Pending" > details of HP pending to be credited
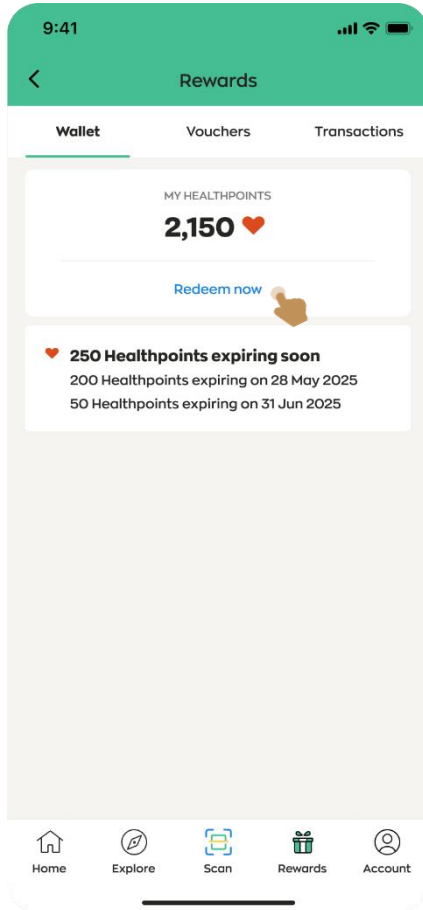
Redeeming Healthpoints on Healthy 365 app: SimplyGo eVoucher

Step 1:
Tap on the "**Rewards**" icon shown at the bottom banner

Step 2:
Tap on "**Redeem now**"

Step 3:
Select "**SimplyGo**" listed on the "**Catalogue**"
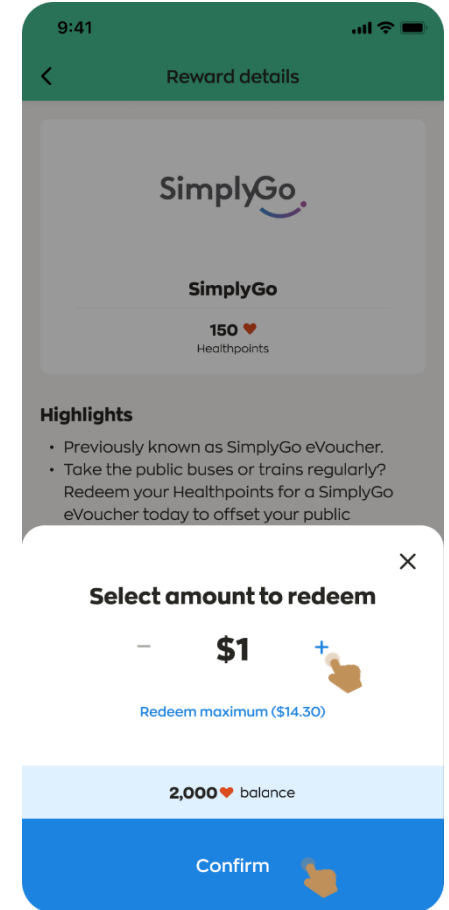(Min. 150HP to redeem)

Step 4:
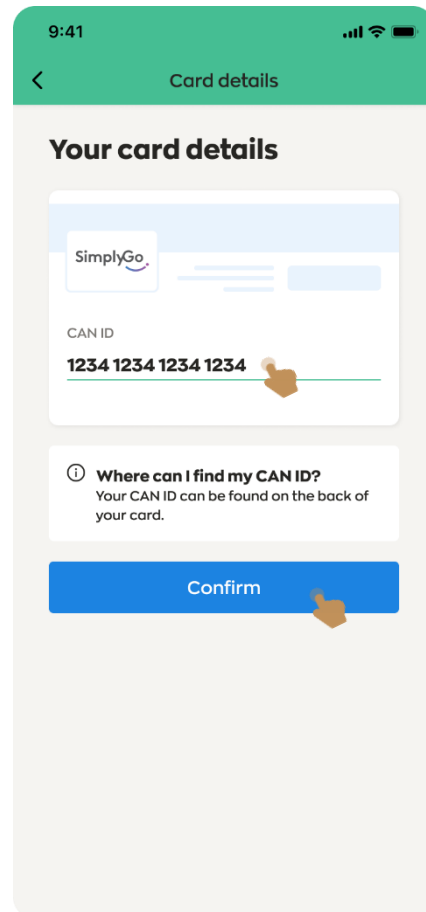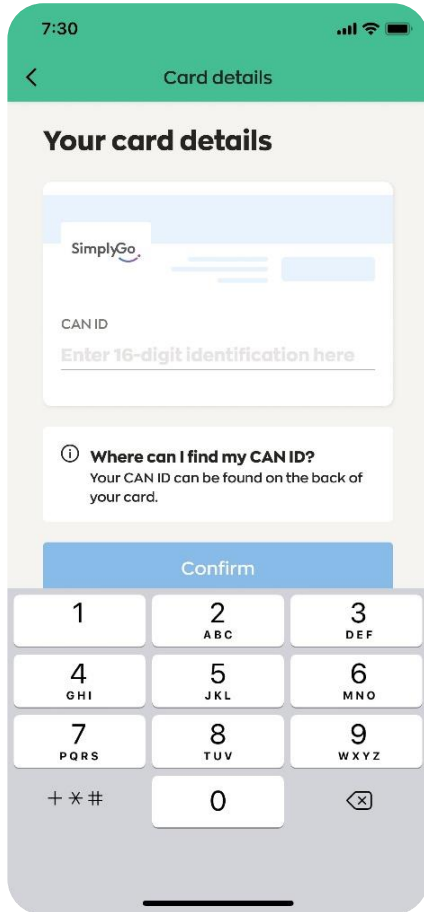On SimplyGo page, tap on "**Redeem**" to proceed
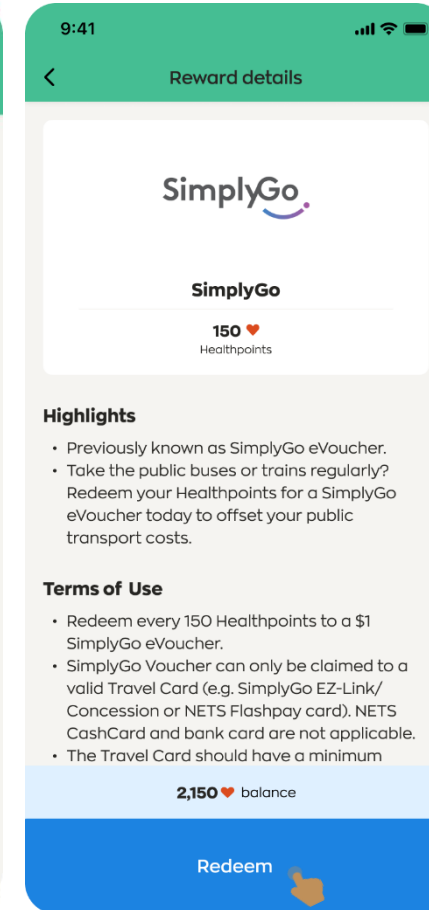
Step 5:
Select quantity to redeem, then tap on "**Confirm**"

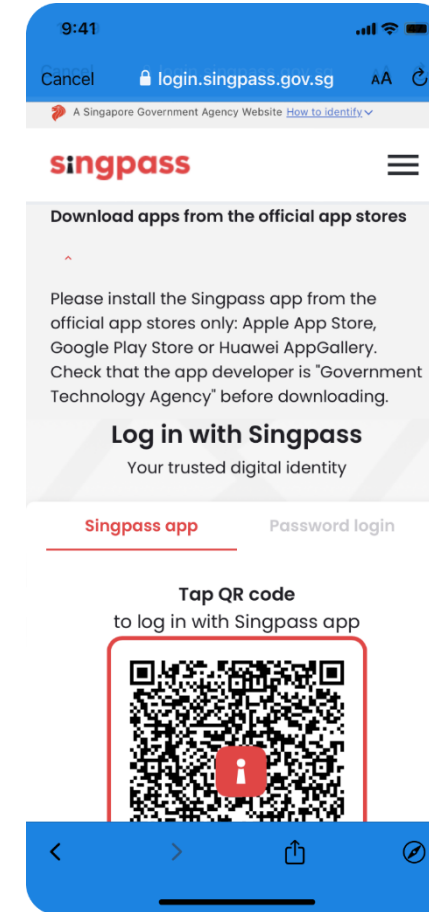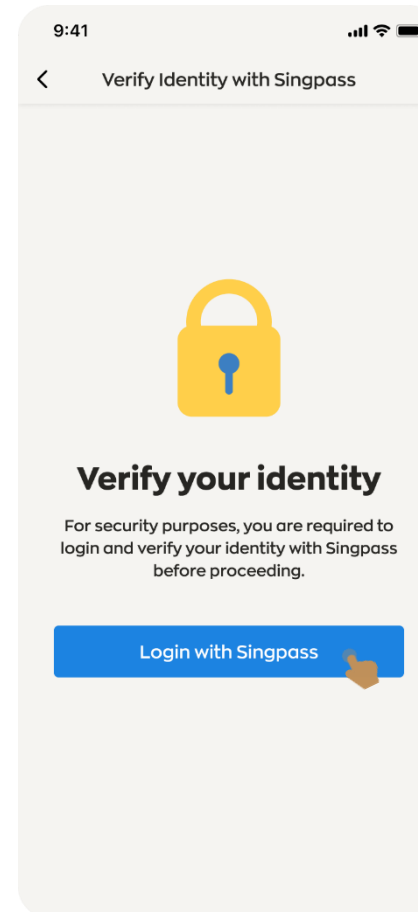# Redeeming Healthpoints on Healthy 365 app: SimplyGo eVoucher

Step 6:
Enter a valid Travel Card CAN ID number and tap on "**Confirm**" to proceed
(Note: Ensure your card is valid for at least 6 months before it expires.)

Step 7:
If you are keying in your Travel Card CAN ID for the first time or changing your CAN ID, you will be prompted for verification with SingPass. You may verify your identity using the '**Singpass app**' or '**Password login**'.

Redeeming Healthpoints on Healthy 365 app: SimplyGo eVoucher

Step 8a:
If you select **'Singpass app'** in Step 7, verify your identity by tapping "**Approve**"
(H365 will check if there is a match in the NRIC between H365 app and Singpass app.)
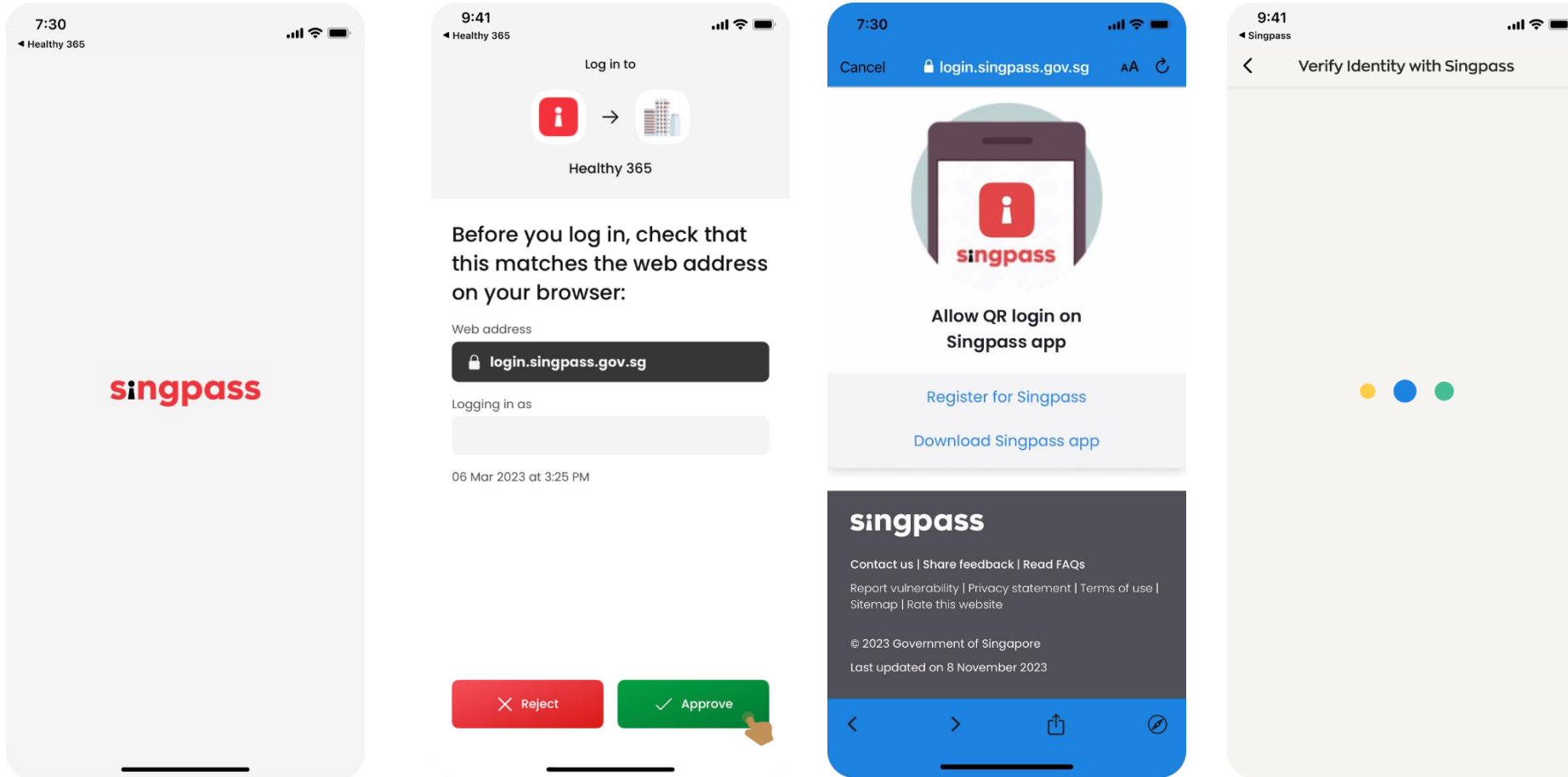
Redeeming Healthpoints on Healthy 365 app: SimplyGo eVoucher

Step 8b:
If you select **'Password login** ' in Step 7. verify your identity by keying in your "**Singpass ID**"
and "**Password**", and the Singpass OTP sent to your Singpass registered mobile number.
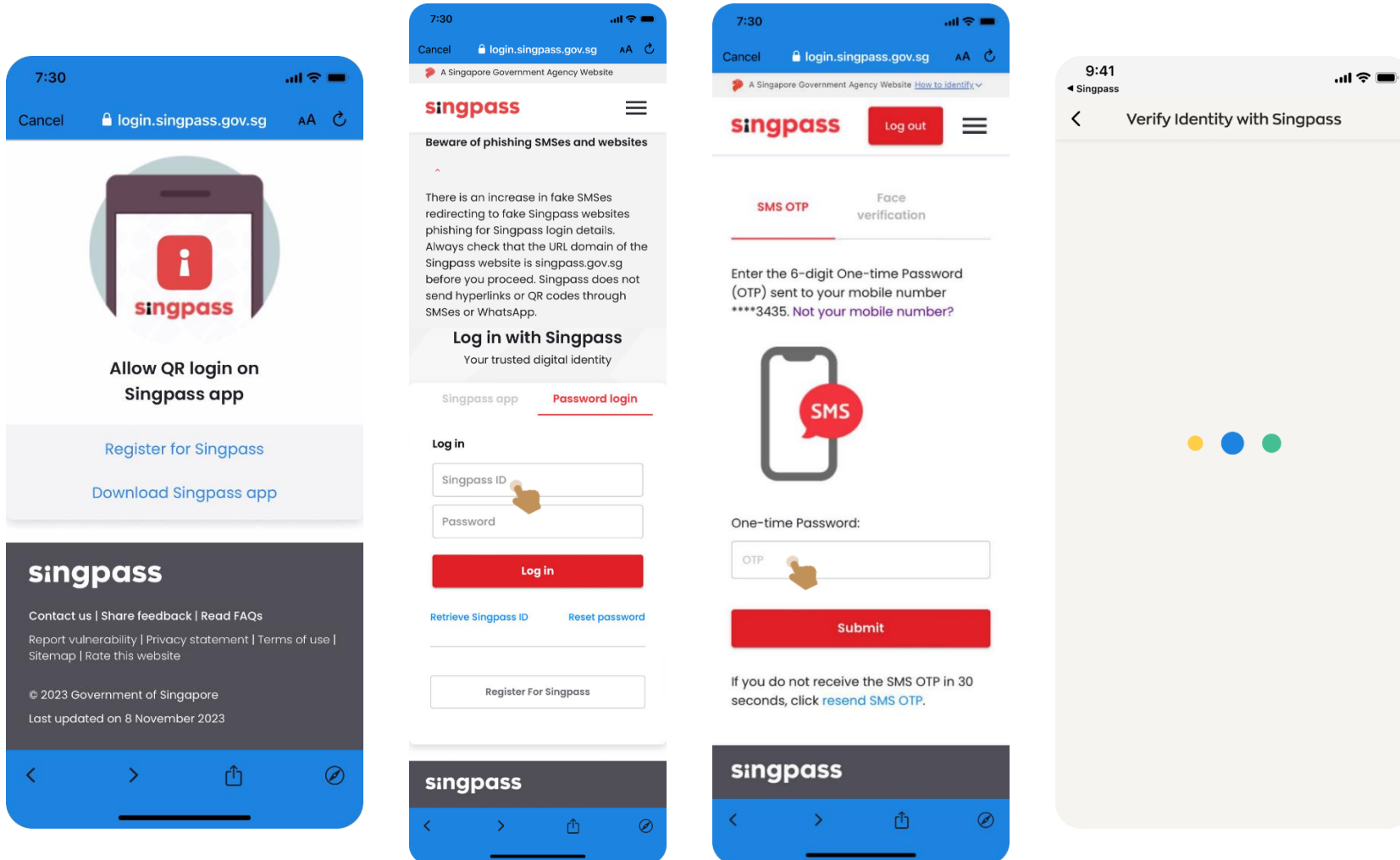
Redeeming Healthpoints on Healthy 365 app: SimplyGo eVoucher

Step 9:
Type the OTP number sent to your registered mobile number
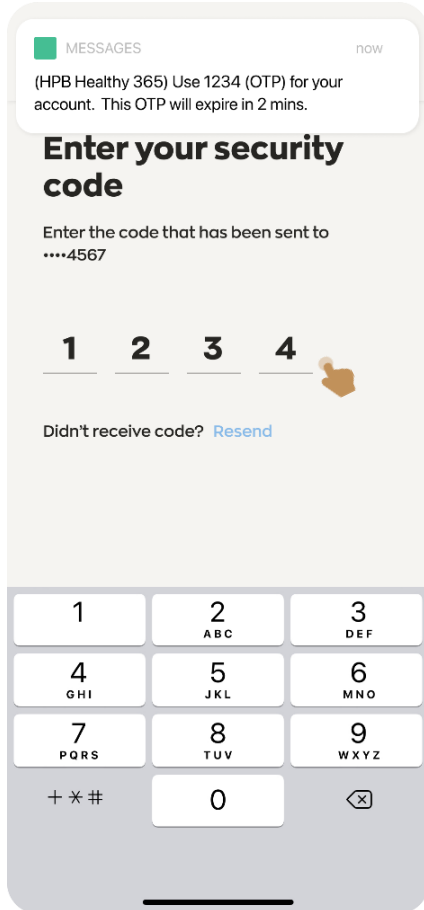
Step 10:
Upon successful redemption, a **Success** message is shown.
Tap on "**Go to My Wallet**"
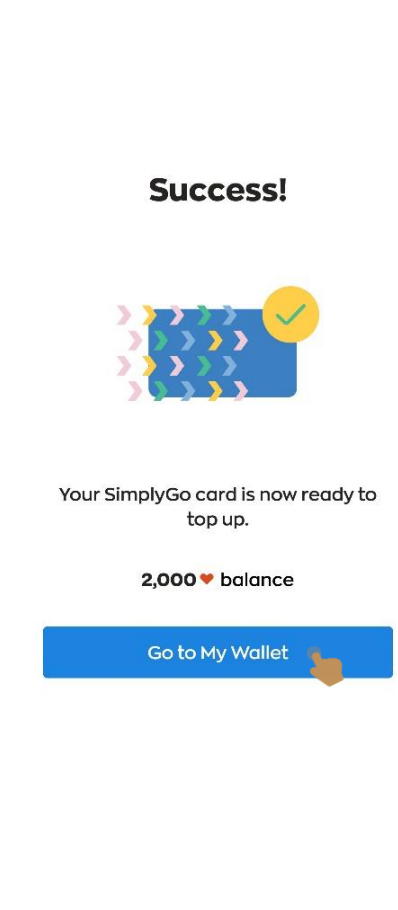
Step 11:
Under **"Wallet"** dashboard, a "**READY TO TOP UP**" status is shown for your SimplyGo eVoucher redemption
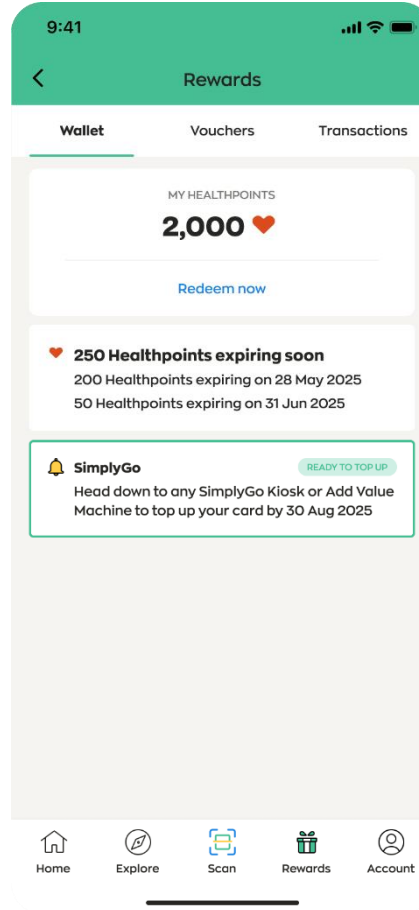
Using SimplyGo eVoucher

Step 12:
Proceed to the nearest SimplyGo Ticketing Office or Kiosk located at MRT stations/bus interchanges, or use the SimplyGo app (for SimplyGo Concession and SimplyGo EZ-Link card holders only) to top up your SimplyGo eVoucher before it expires
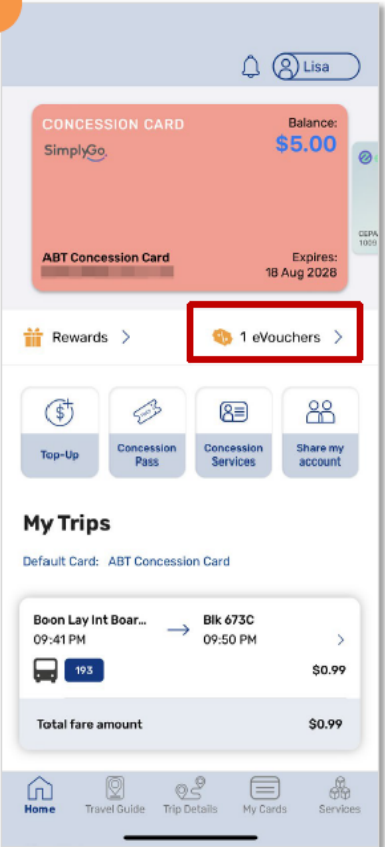
SimplyGo Kiosk

Top-Up Kiosk / Assisted Service Kiosk

Using SimplyGo eVoucher

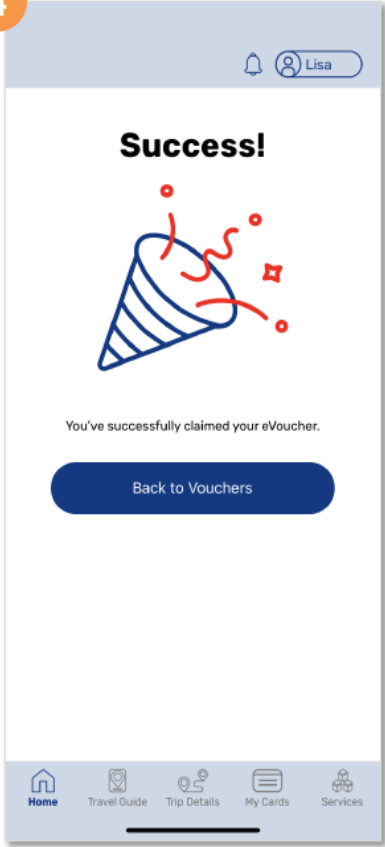**SimplyGo app** *(for SimplyGo Concession and SimplyGo EZ-Link cards only)*
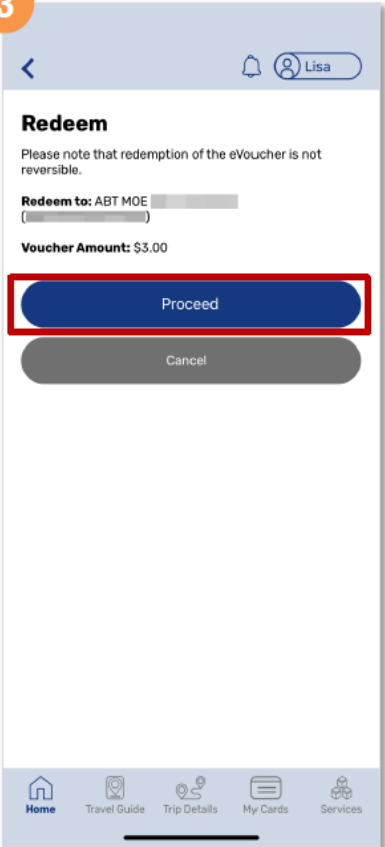
Tap 'eVouchers'

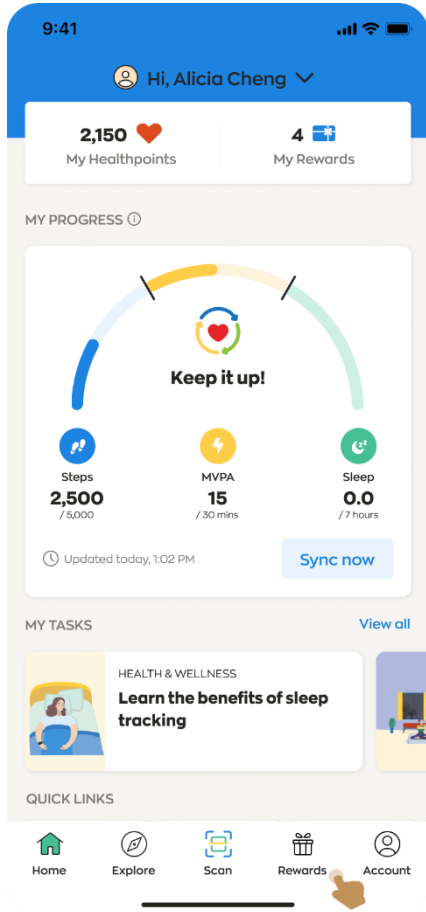Tap 'Redeem'

Then tap 'Proceed'

You have successfully redeemed your eVoucher

Redeeming Healthpoints on Healthy 365 app: Charity Donation

Step 1:
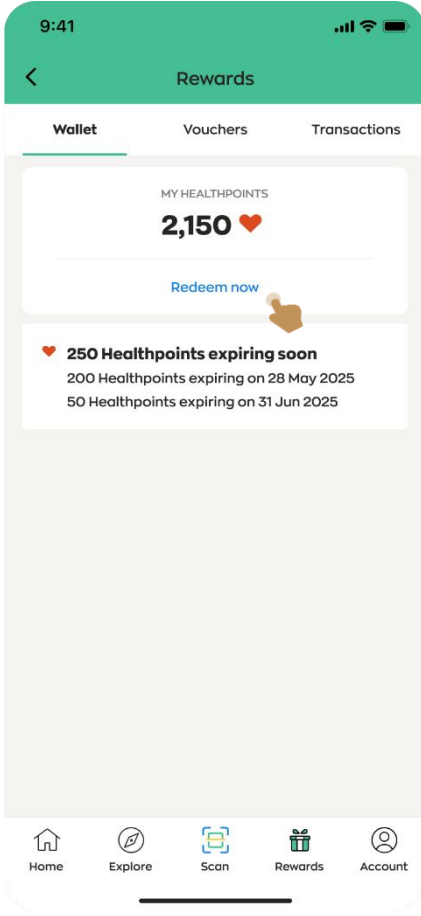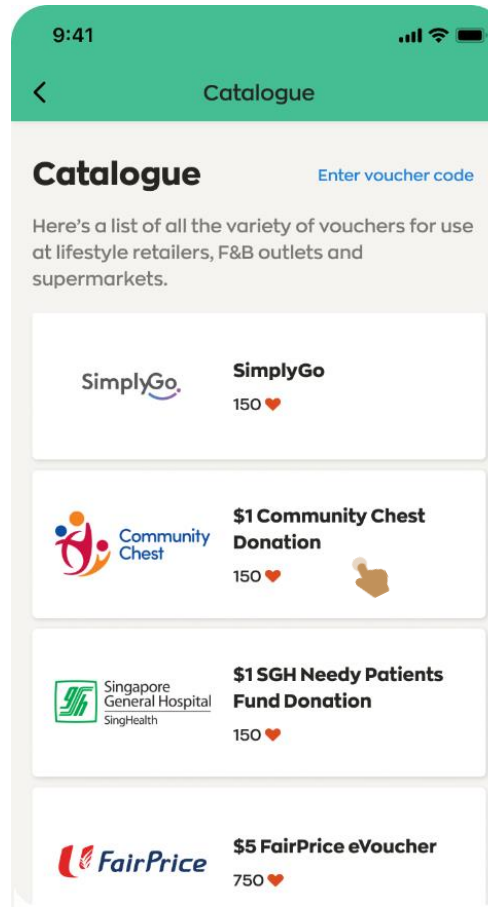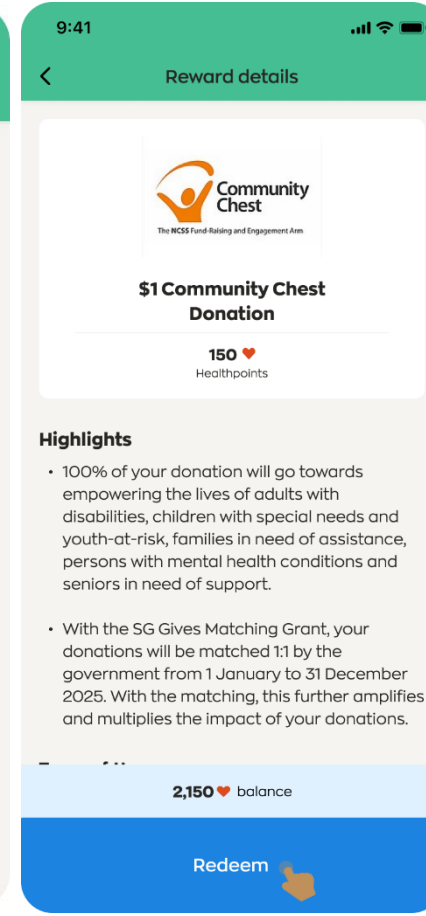Tap on the "**Rewards**" icon shown at the bottom banner

Step 2:
Tap on "**Redeem now**"

Step 3:
Select your choice of charity

Step 4:
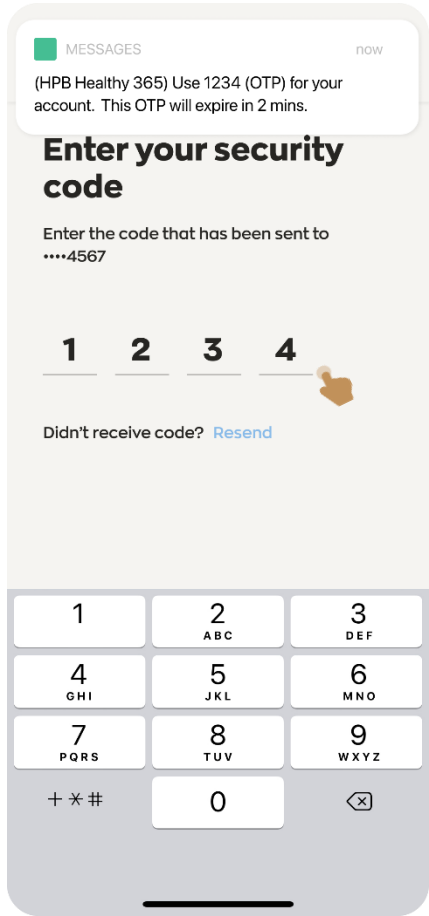View the voucher details and terms of use. To proceed, tap on "**Redeem**"
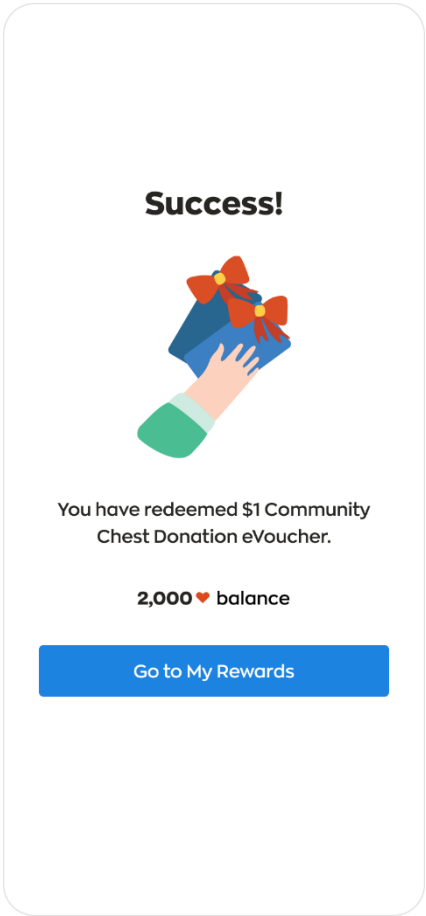
Step 5:
Select quantity to redeem, then tap on "**Confirm**"
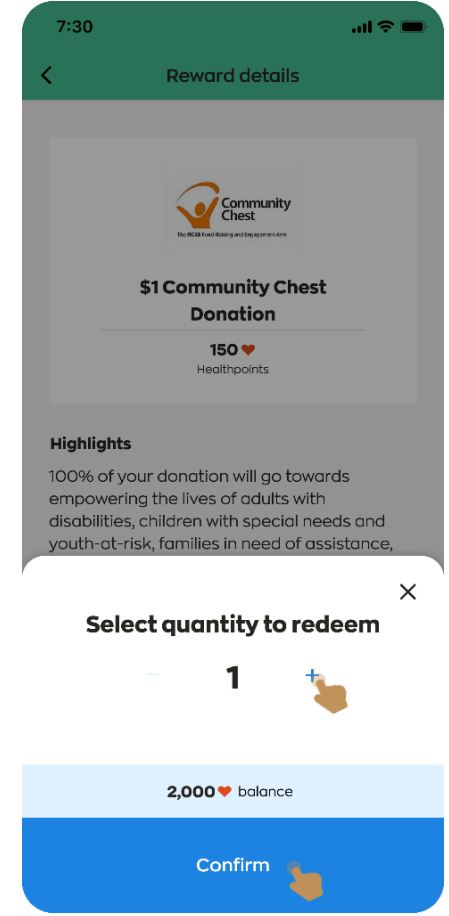
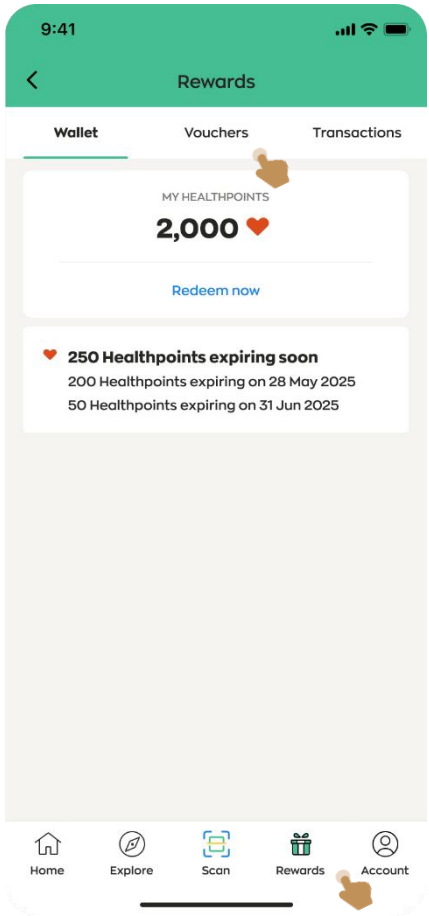# Redeeming Healthpoints on Healthy 365 app: Charity Donation

Step 6:
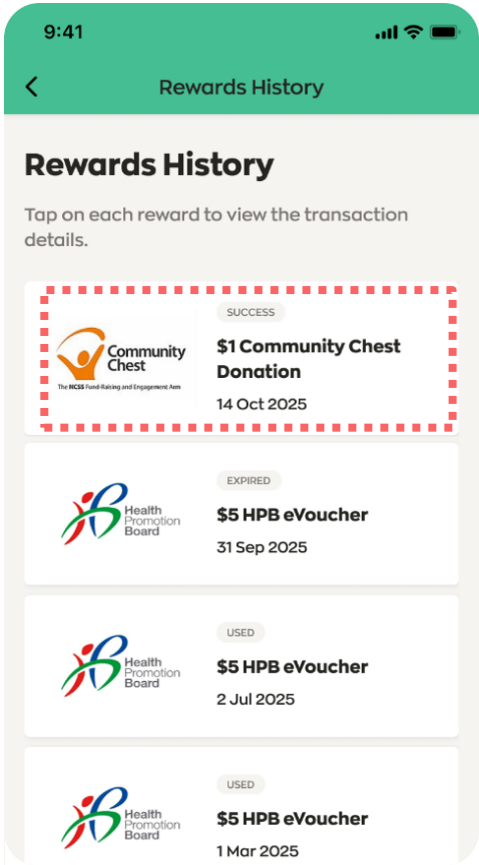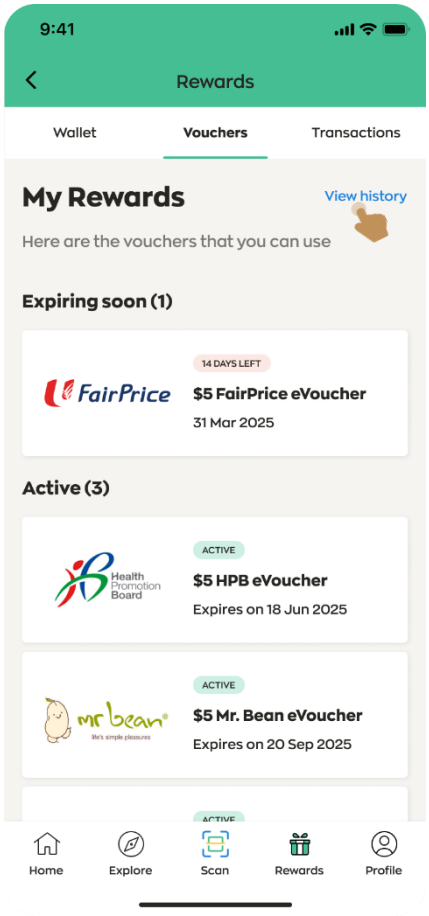Type in the OTP number sent to your registered mobile number

Step 7:
Upon successful redemption, a **Success** message is shown.

Step 8:
To view your redemption history, navigate to "**Rewards**" icon and tap on "**Voucher**" tab
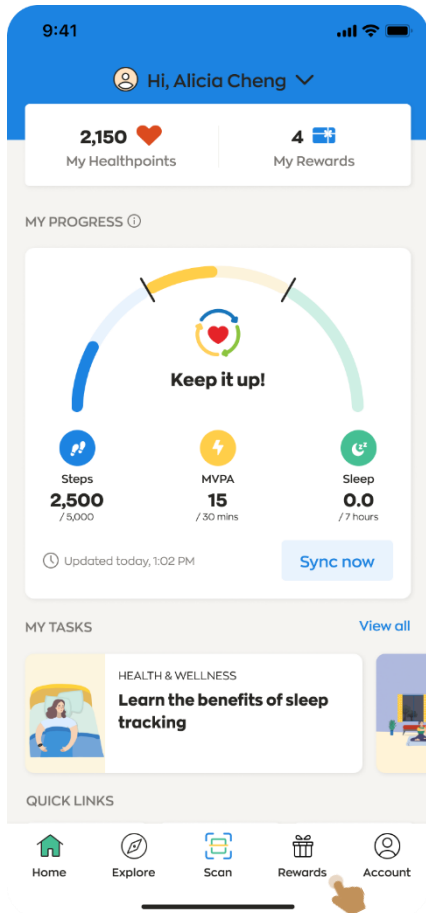
Step 9:
Tap on "**View history**" to view history of redeemed rewards
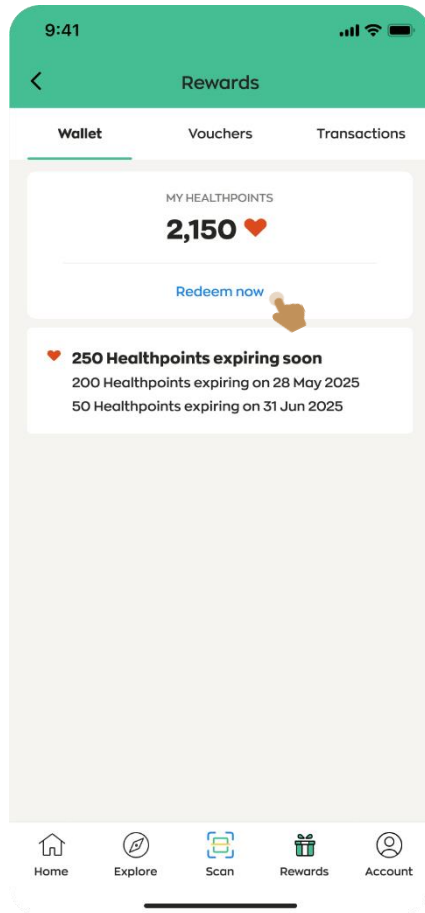
Redeeming Healthpoints on Healthy 365 app: HPB eVoucher

Step 1:
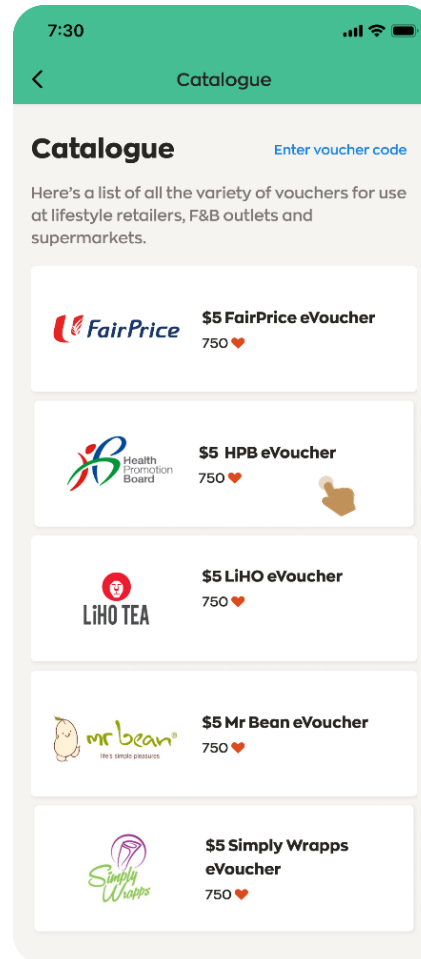Tap on the "**Rewards**" icon shown at the bottom banner
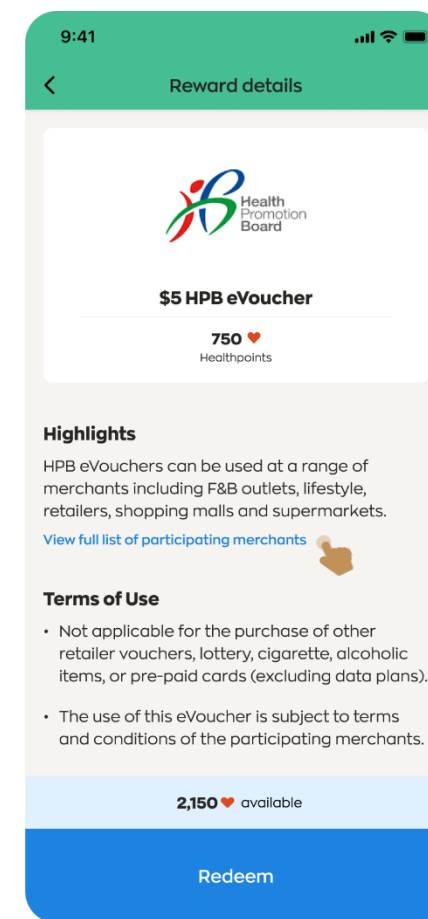
Step 2:
Tap on "**Redeem now**"

Step 3:
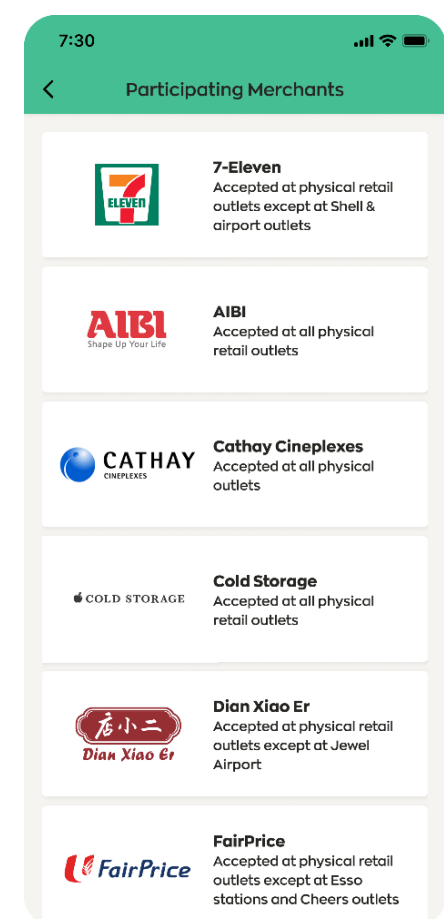Select "**$5 HPB eVoucher**" (or $10 HPB eVoucher)

Step 4:
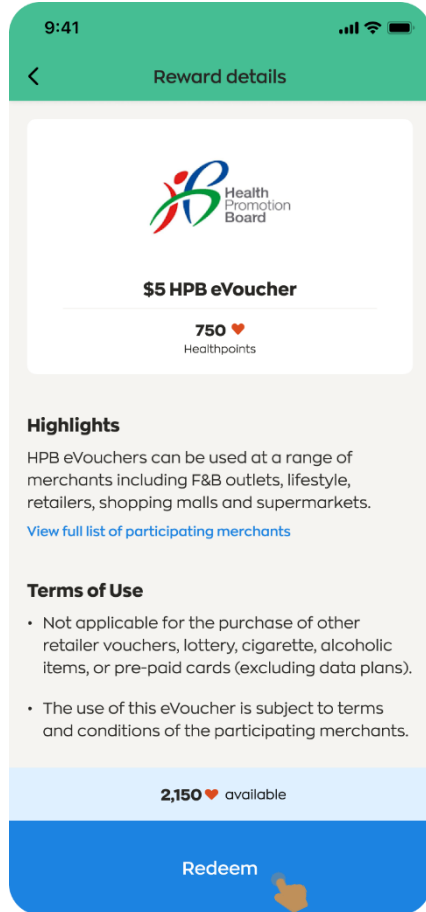Read through the details and terms of use; and tap on the link to **"View full list of participating merchants"**

Step 5:
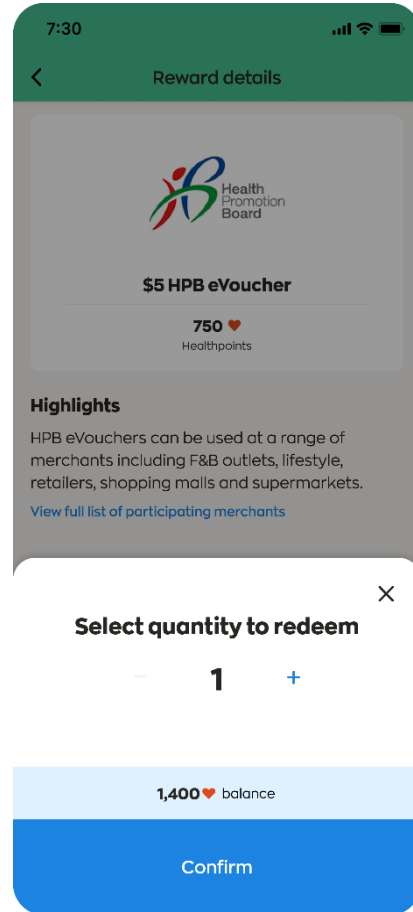Scroll through the list to see the list of merchants accepting HPB eVoucher
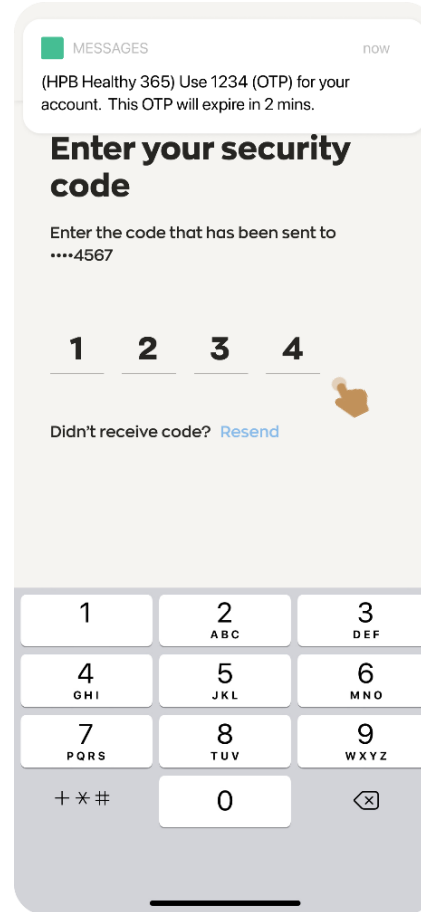
Redeeming Healthpoints on Healthy 365 app: HPB eVoucher
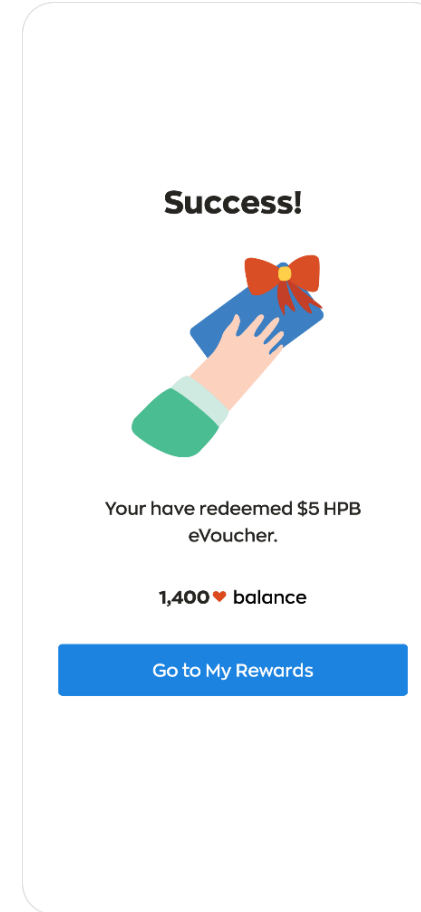
Step 6:
Tap on "**Redeem**" to proceed

Step 7:
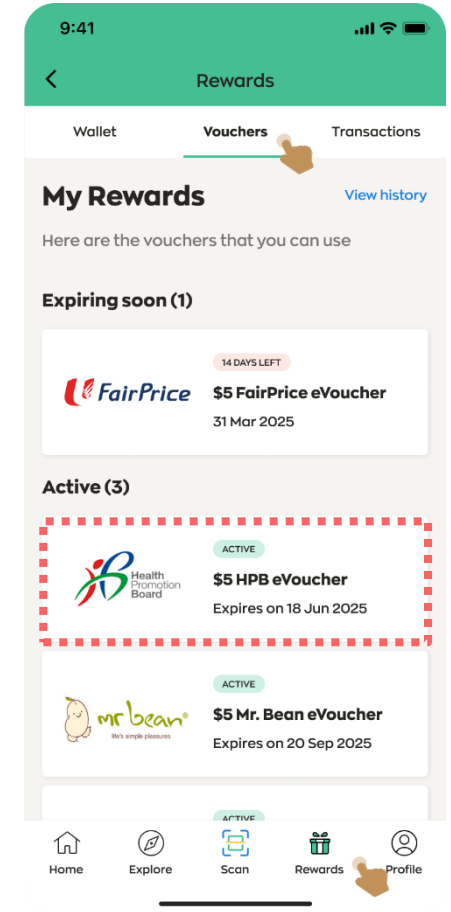Select quantity to redeem, then tap on "**Confirm**"

Step 8:
Type in the OTP number sent to your registered mobile number

Step 9:
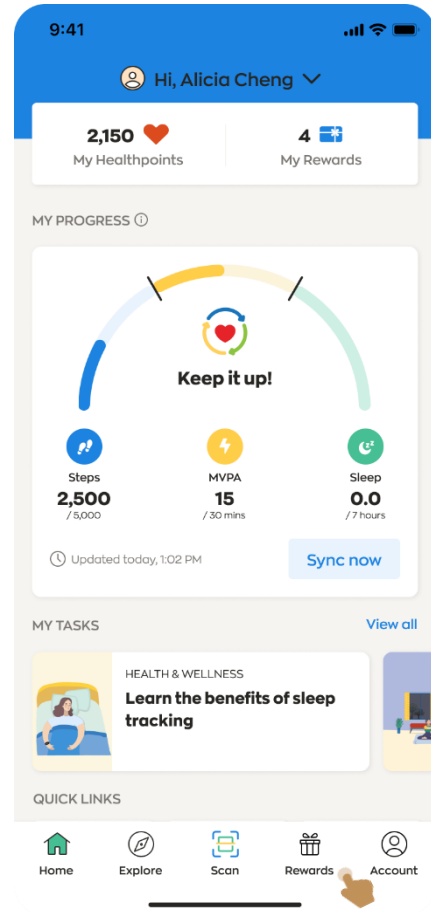Upon successful redemption, a **Success** message is shown

Step 10:
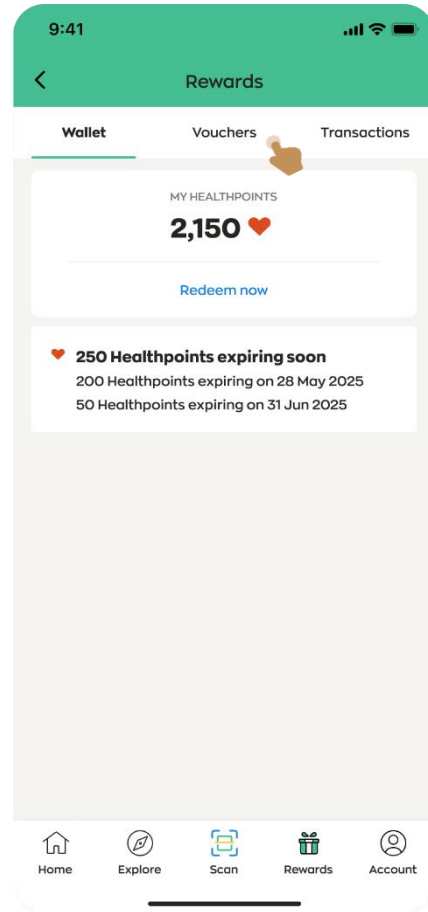Navigate to "**Rewards**" icon and tap on "**Vouchers**" tab to view your active eVoucher
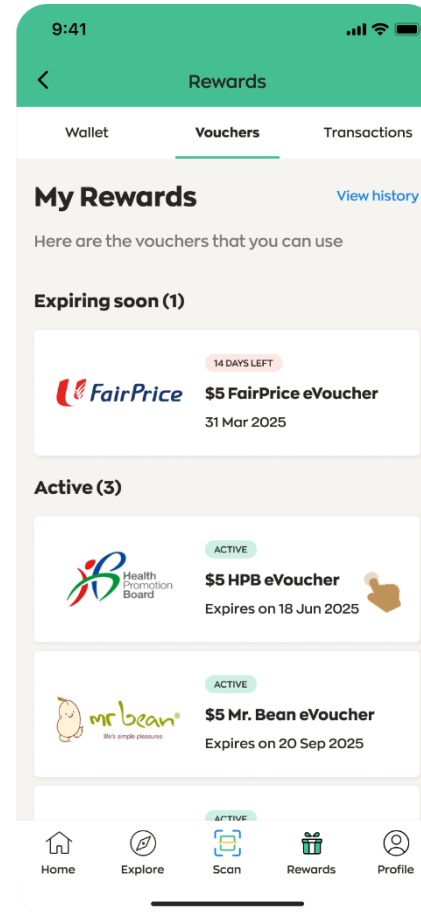
Using HPB eVoucher: In-Store Purchase

Step 1:
Tap on the "**Rewards**" icon shown at the bottom banner

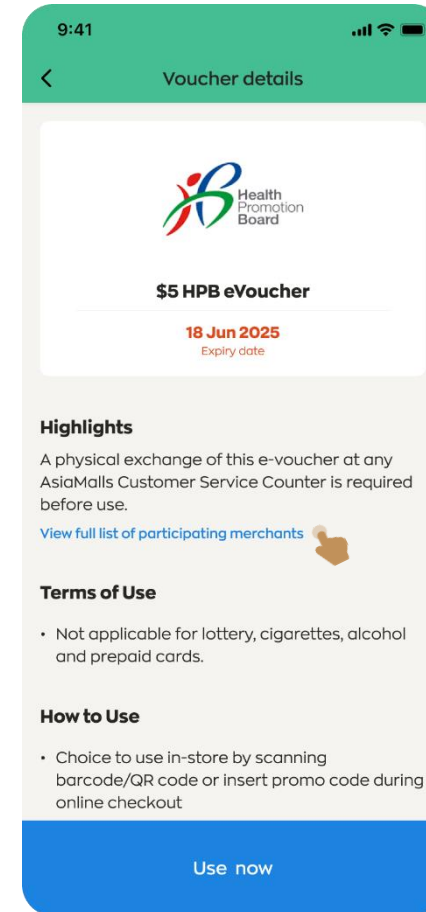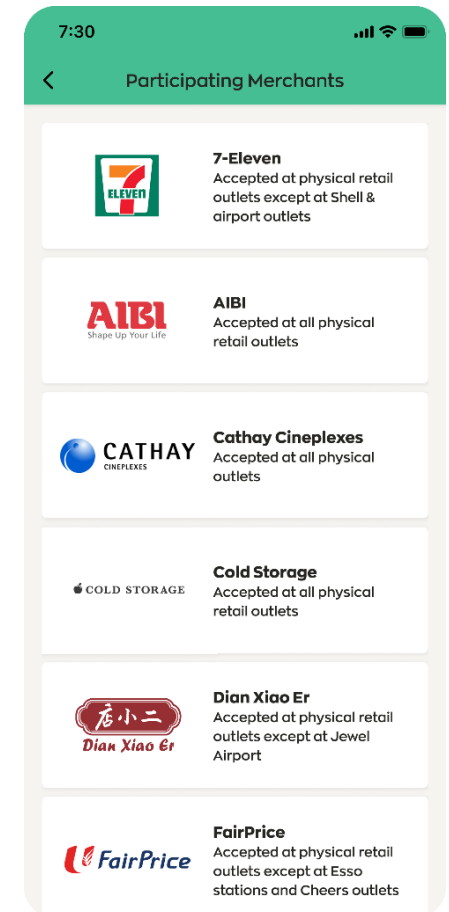**Step 2:**
Tap on "**Vouchers**"

Step 3:
Select a HPB eVoucher

Step 4:
Read through the details and terms of use; and tap on the link to "**View full list of participating merchants**"

Step 5:
Scroll through the list to see the list of merchants accepting HPB eVoucher

Using HPB eVoucher: In-Store Purchase

Step 6:
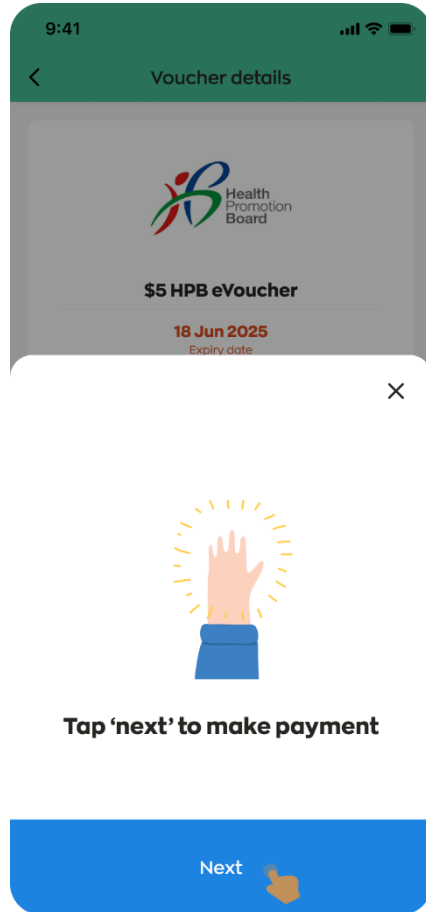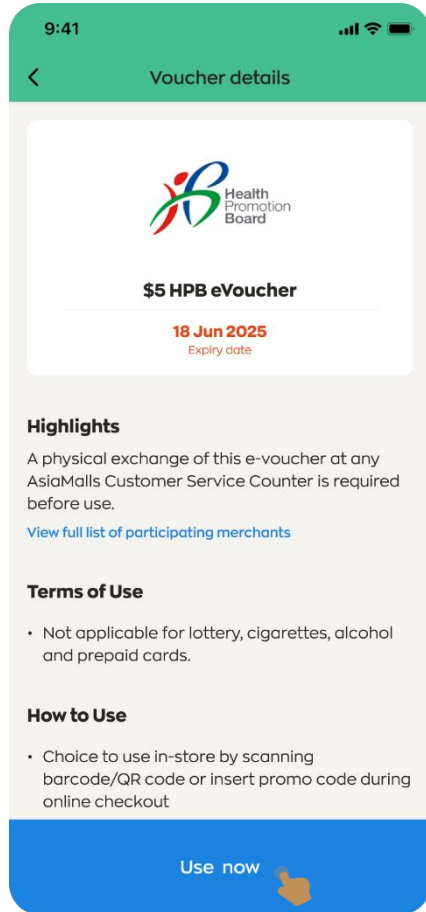Tap on "**Use now**" to proceed when ready to use

Step 7:
Tap on "**Next**" to confirm use of eVoucher

Step 8:
Tap on "**In-store**" option when ready to make payment at the store

Step 9:
Present the eVoucher to the cashier to scan
Toggle between "**voucher barcode**" or "**QR code**" as advised by the merchant
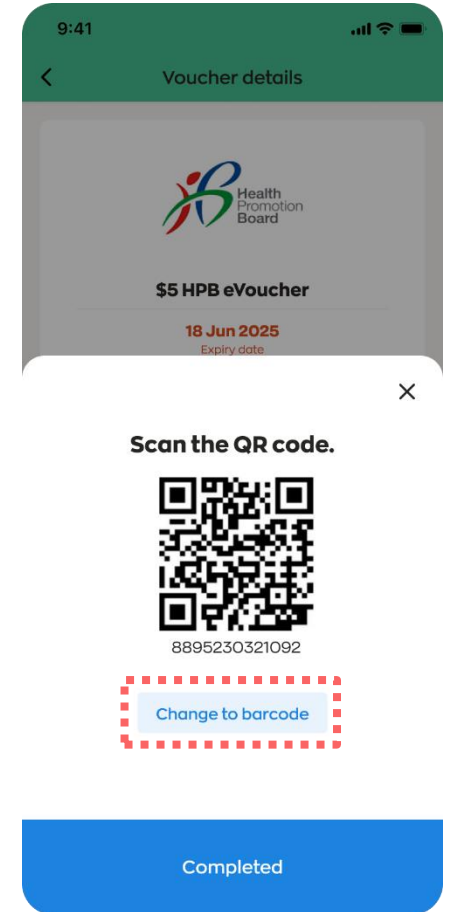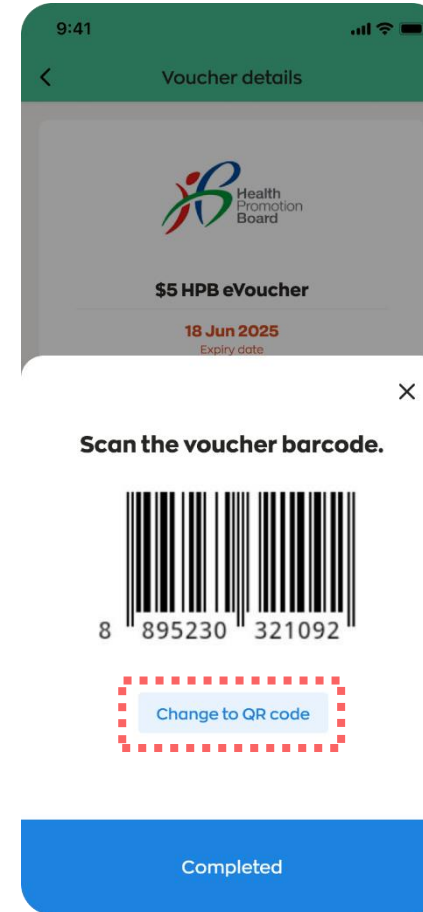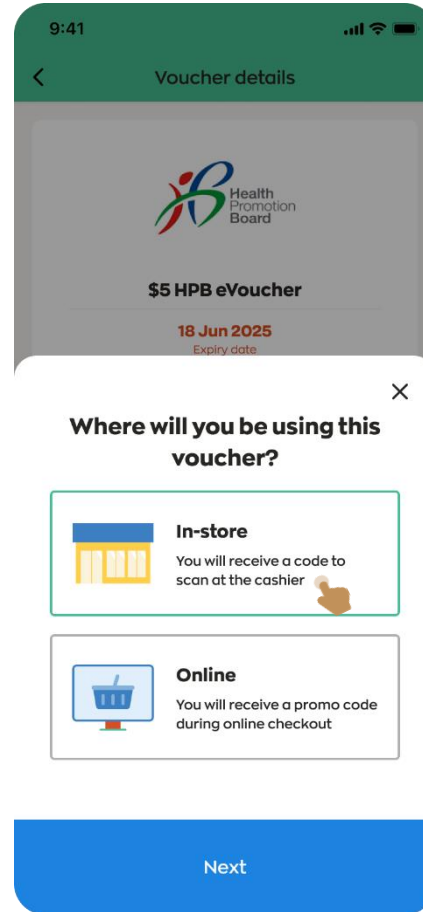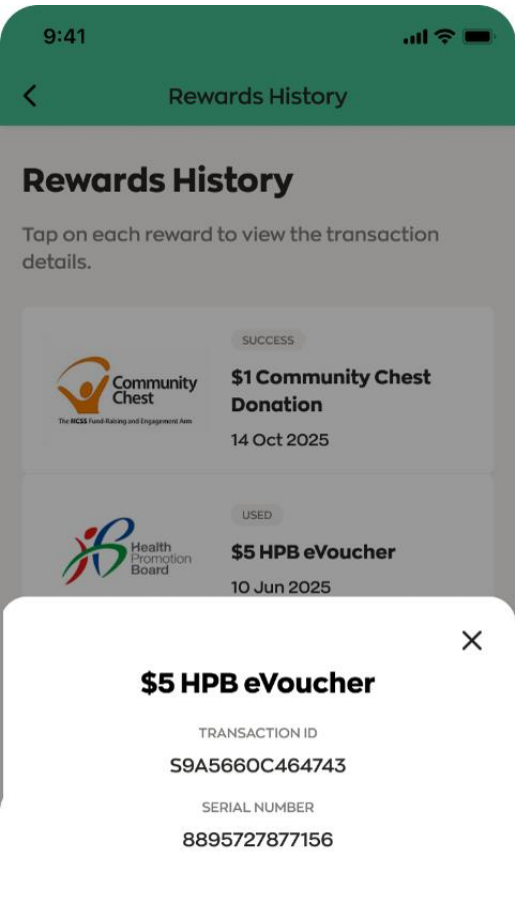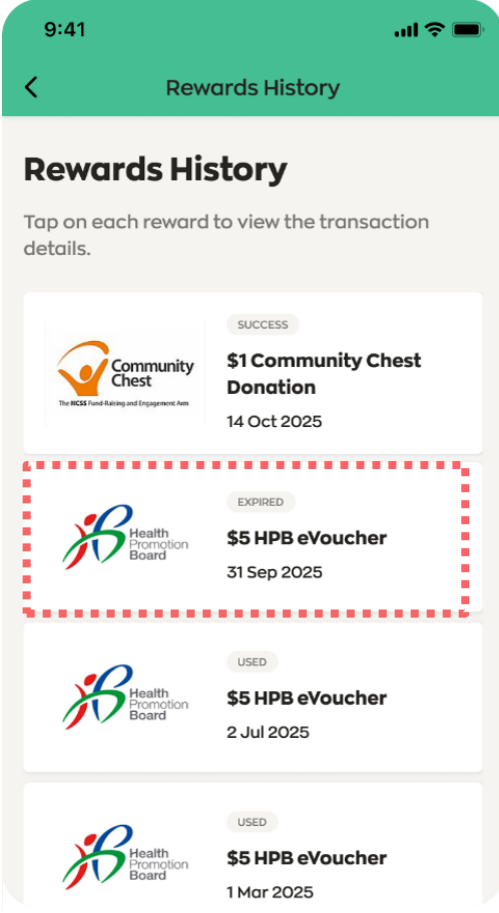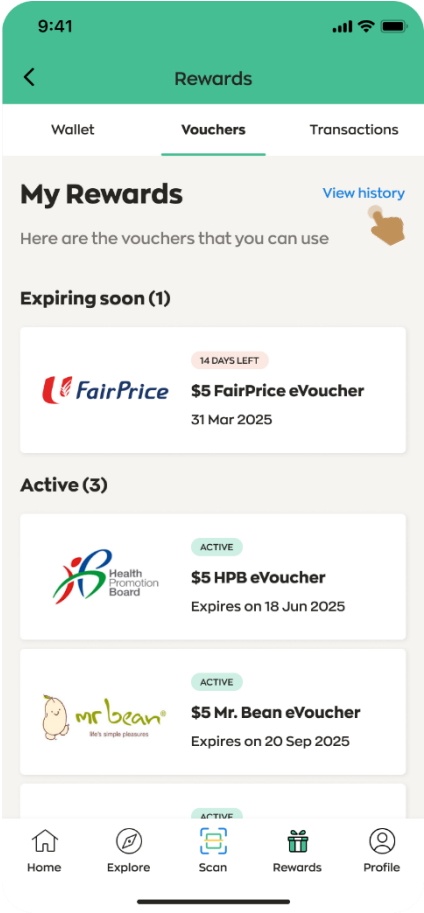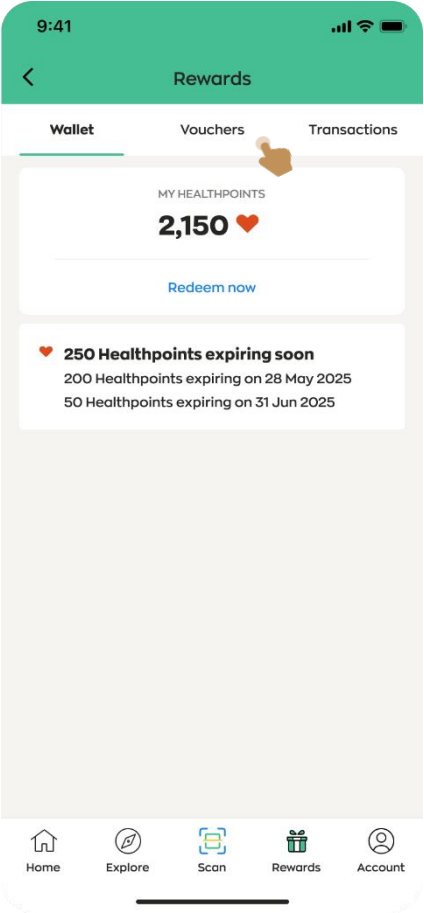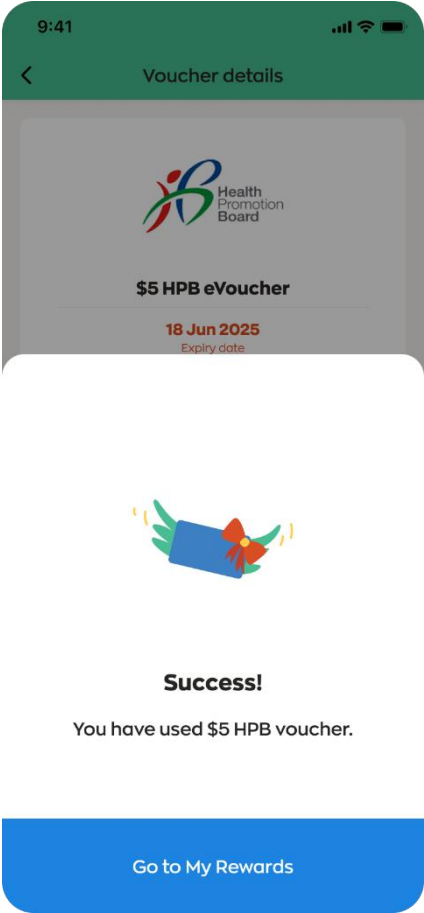
Using HPB eVoucher: In-Store Purchase

Step 10:
Tap on "**Completed**" when done, and a **Success** message is shown

Step 11:
To view the eVoucher used, navigate to "**Rewards**" icon and tap on "**Voucher**" tab

Step 12:
Tap on "**View history**" to view the transaction details

Using HPB eVoucher: Online Merchant App/Web

Step 1:
Tap on "**Use now**" to proceed when ready to use

Step 2:
Tap on **"Next"** to confirm to use the eVoucher

Step 3:
Tap on "**Online**" option to retrieve an eVoucher code

Step 4:
"**Copy**" the eVoucher code shown on the screen; and paste the code in the online merchant's app/web platform

Step 5:
Tap on "**Completed**" when done, and a **Success** message is shown
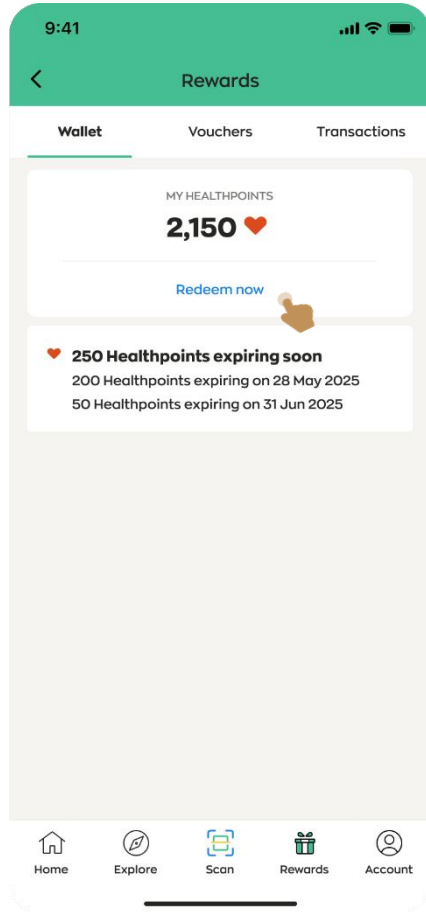
Claiming a HPB eVoucher Code

Step 1:
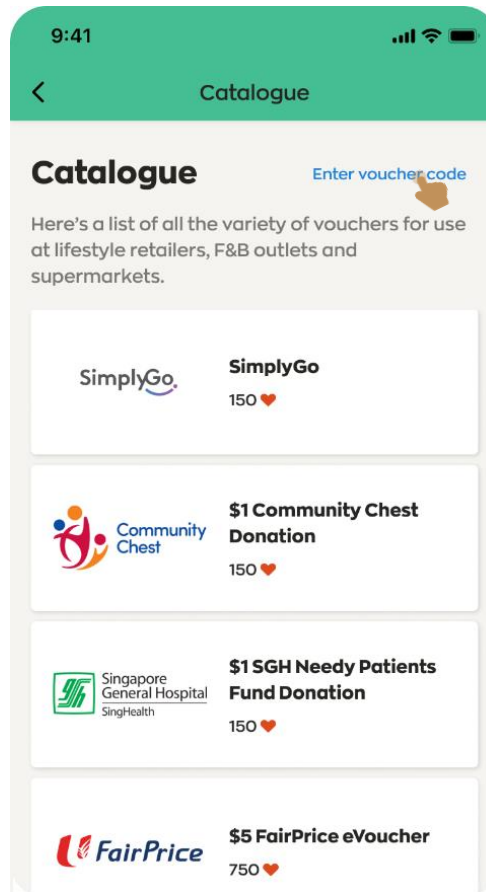Tap on the "**Rewards**" icon shown at the bottom banner
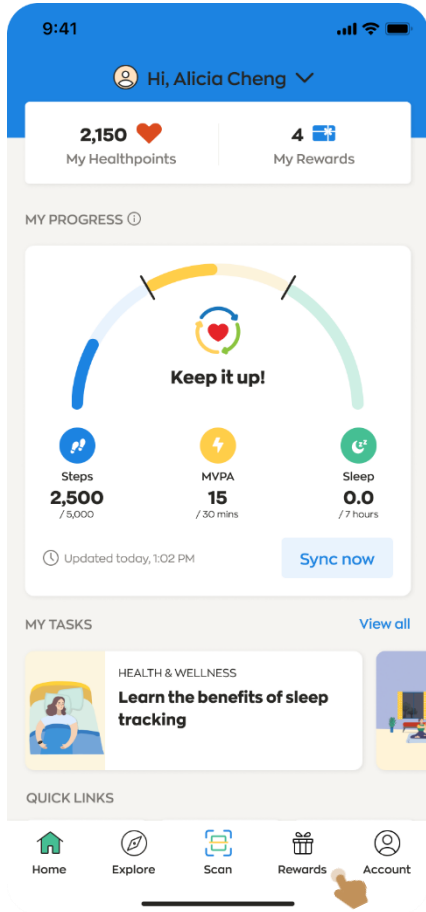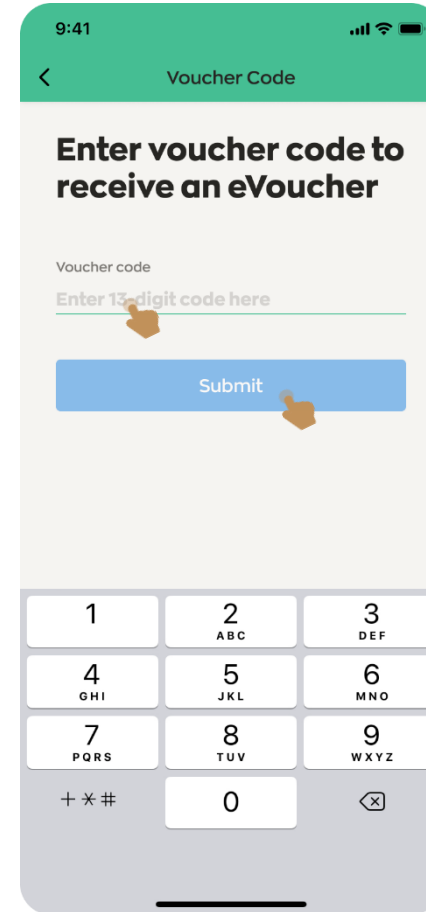
Step 2:
Tap on "**Redeem Now**"

Step 3:
Tap on "**Enter voucher code**"

Step 4:
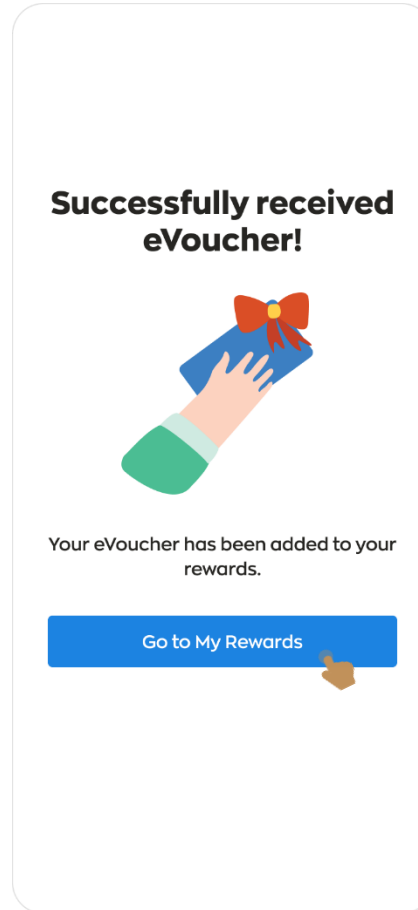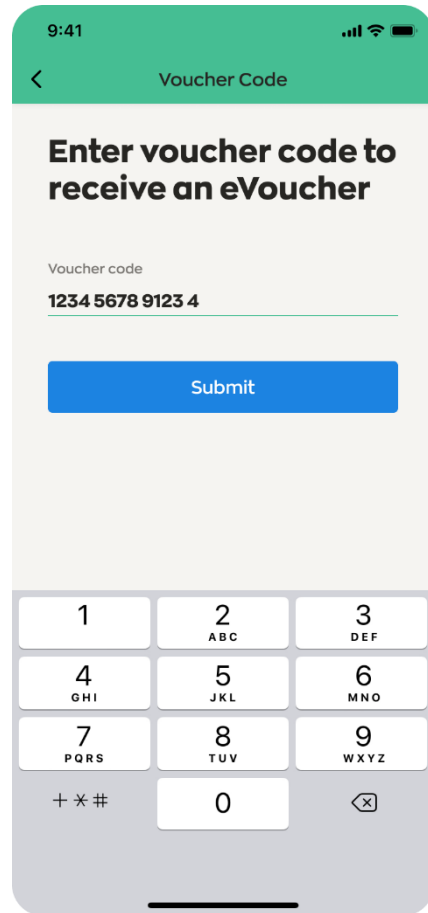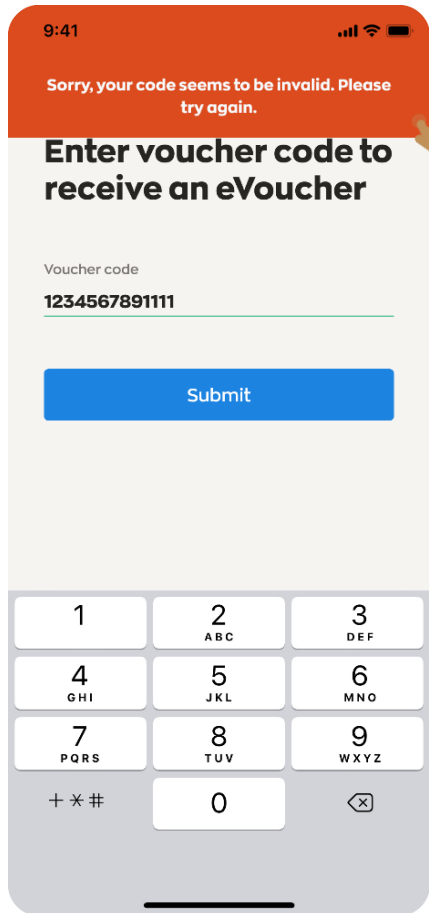Type in the 13-digit voucher code received, and tap on "**Submit**"

Claiming a HPB eVoucher Code

Step 5:
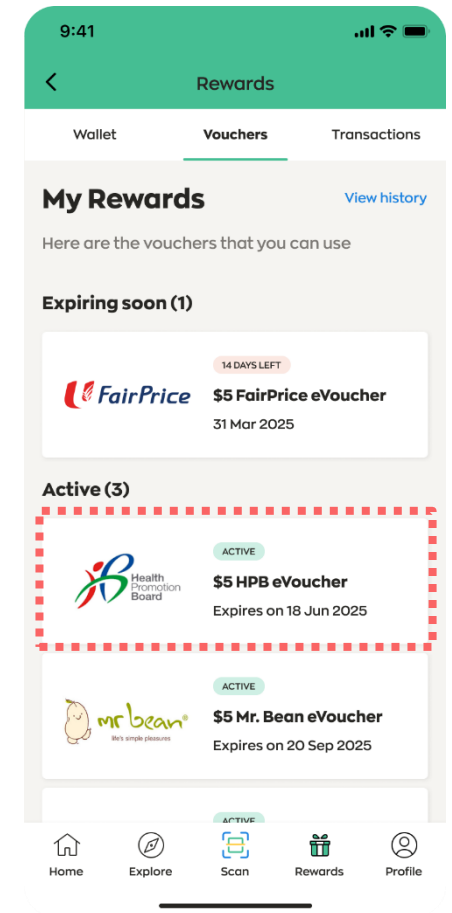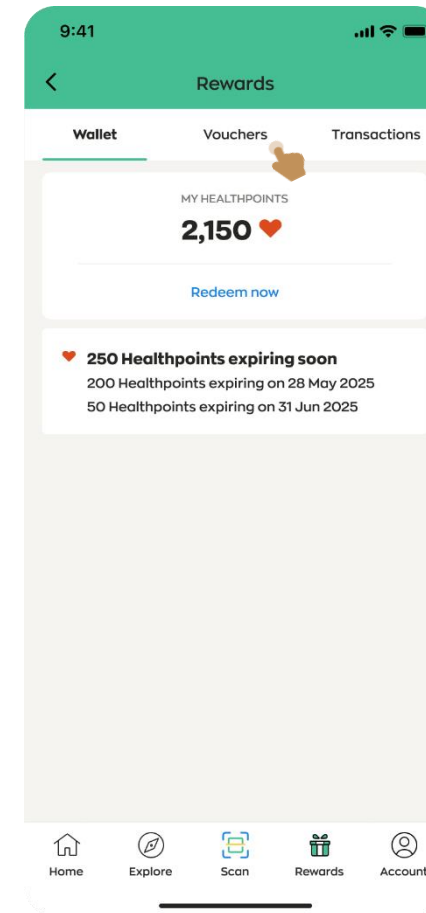Upon submitting, message prompts a success / unsuccessful redemption
If valid, **Redemption Successful** message is shown
If invalid, **Redemption Unsuccessful** message is shown

Step 6:
Navigate to "**Rewards**" icon and tap on "**Vouchers**" to view the
eVoucher received

Start your healthy journey with us today and be rewarded.