

## PROGRAMME TERMS

### LOWER SODIUM PROMOTION 2025

#### A. ABOUT THE PROMOTION

1. The Lower Sodium Promotion 2025 (“Promotion”) commences on 1 March 2025 and ends 31 March 2025 (“Promotion Period”).
2. During Promotion period, participants can earn Digital Stamps and Healthpoints by purchasing at least one “Qualifying Item” from Lower Sodium Promotion 2025 supporting outlets (“Supporting outlets”) listed on [healthhub.sg](https://www.healthhub.sg) via the following methods:
  - i. Scanning a QR Ticket after completing a purchase of Qualifying Item(s) from supporting outlets.
3. “Qualifying Items” are menu items indicated on the point-of-sale marketing material placed at supporting outlets during the Promotion Period.

#### B. PROMOTION ELIGIBILITY

1. To join the promotion, participants must have a valid Healthy 365 account and be at least 17 years old based on calendar year.

#### C. EARNING OF DIGITAL STAMPS AND HEALTHPOINTS

The following clauses, C1 to C4, are applicable for the purchase of Qualifying Items at supporting outlets.



##### **Request for QR Ticket**

1. Applicable to supporting outlets only. You should request for a QR Ticket from the outlet staff immediately upon purchase of at least one Qualifying Item. You must scan the QR Ticket using the Healthy 365 app to earn Healthpoints and digital stamps. Every receipt with at least one Qualifying Item purchased entitles you to one (1) Food QR Ticket.
2. QR Tickets are valid till the end of the next calendar day (2359 hours) and would expire thereafter. Health Promotion Board (“HPB”) shall not be liable for Healthpoints and digital stamps that are not successfully issued due to QR expiry.
3. QR Tickets can only be scanned once, regardless of the scan outcome (i.e., if Healthpoints and digital stamps have been successfully issued or if they were not issued due to reasons such as hitting the account holder’s weekly cap indicated in Clause D2, or QR code being scanned before.)
4. QR Tickets will be issued for purchases made from cashier counters only. Subject to the outlet's discretion, QR Tickets may be issued for orders placed via online websites, mobile apps and / or third-party delivery platforms. You are advised to check with the outlets before purchasing any “Qualifying Item” via online websites, mobile apps and / or third-party delivery platforms.

#### D. ABOUT HEALTHPOINTS AND HOW TO ACCUMULATE THEM

1. 10 Healthpoints are awarded for each successful scan of the QR Ticket, under the Qualifying Food category on the Eat, Drink, Shop Healthy 2025 Challenge passport.
2. The weekly cap on Healthpoints that can be accumulated for the Qualifying food category is 150. Each week commences on Monday at 0000 hours and ends Sunday at 2359 hours.
3. Healthpoints earned will be credited to your Healthy 365 transaction history.

#### E. EARNING OF DIGITAL STAMPS

1. Every QR Ticket scan on the Healthy 365 app allows you to earn both Healthpoints and digital stamp on the Eat, Drink, Shop Healthy 2025 Challenge passport.
2. The digital stamps earned for each account is reflected on the Passport. Digital stamp is awarded for each scan of the QR Ticket using the Healthy 365 app.
3. As you progress through the Challenge and earn more digital stamps, you may land on a reward icon  which may entitle you to a reward in addition to the 10 Healthpoints.
4. The rewards you can stand to win includes prizes, e-vouchers, bonus Healthpoints or a health tip. The rewards will vary across different stamp positions.
5. To view the variety of rewards you can stand to win for each reward icon, tap on the reward icon  on the Passport. If there are more than one reward listed, one of the rewards will be assigned to you on a randomised basis. Rewards earned from the reward icons will be credited straight to "Rewards".
6. Digital stamps are awarded for the following criteria(s);
  - i. Every QR ticket successfully scanned entitles you to one (1) digital stamp under "My Food Passport".
  - ii. The maximum number of digital stamps issued each week under "My Food Passport" to a Participant during the Challenge Period is 15. Each week commences on Monday at 0000 hours and ends Sunday at 2359 hours.
7. Once you have earned the maximum number of digital stamps for your "Food Passport", you would have completed the Passport for that category in that week and will not be entitled to earn additional Healthpoints or digital stamps within the same week. QR Receipts and QR Tickets that are scanned after the weekly Passport completion will not qualify for Healthpoints and are deemed as redeemed. The Healthpoints are also not transferrable to another account.

#### G. REQUEST FOR QR REIMBURSEMENT OR CUSTOMER SERVICE SUPPORT

1. Participants may submit a reimbursement request via the Healthy 365 app under the "Contact Helpdesk" feature under Support.
2. For other enquiries on the Lower Sodium Promotion 2025, you can contact us at

[hpb\\_mailbox@hpb.gov.sg](mailto:hpb_mailbox@hpb.gov.sg) or **1800 223 1313**. Airtime charges apply for mobile calls to 1800 service lines.

Our hotline operates 8am to 6pm Monday to Friday, excluding weekends and public holidays.

#### H. ALL OTHER INDEMNITY, DISCLAIMERS AND LEGAL INFORMATION

1. HPB accepts no responsibility for digital stamps and Healthpoints that cannot be registered in the system due to technical or other reasons. Reimbursement eligibility is only applicable for the following scenarios:
  - Unable to scan the QR Ticket with the Healthy 365 app;
  - Failure to receive a QR Ticket for your purchase of Qualifying Item(s); or
  - Discrepancy in the number of digital stamps or Healthpoints credited after scanning the QR Ticket on the Healthy 365 app.

For verified reimbursement requests, eligible digital stamps and Healthpoints will be credited to your Healthy 365 account and will count towards the weekly passport limit under Clause D2 based on the reimbursement date.

2. You must inform HPB within seven (7) calendar days (including the day of purchase) and submit the following supporting documents for HPB to review the reimbursement eligibility.
  - A clear image of the full official receipt or online order receipt (with payment details) listing the items purchased and respective quantities.
  - A clear image of the QR Ticket received.
3. Failure to provide all the supporting documents necessary for review within the stipulated time, will result in the rejection of the reimbursement request. HPB shall not be liable for any Healthpoints or digital stamps that are not credited if you fail to inform HPB or submit the supporting documents within the stipulated time. Refer to clause J for HPB's contact details.
4. All QR Tickets will be rendered null and void at the end of the Promotion Period, unless terminated earlier or extended at the sole discretion of HPB. HPB accepts no responsibility for QR Tickets or Receipts that are illegible, misplaced, lost and incomplete or which cannot be claimed for winnings due to technical or other reasons.
5. The images of prizes on all marketing materials are for illustration purpose only. Actual products may be different from the images shown.
6. The prizes are provided on an "as is", "with all faults" and "as available" basis. HPB does not warrant, represent, or guarantee the usability or quality of the prizes, or that the claims made by the manufacturers, distributors and/or service providers of the prizes are accurate. To the fullest extent permitted by the law, HPB disclaims all warranties (whether express or implied) including but not limited to warranties that the prizes will meet the prize winners' requirements, warranties of satisfactory quality, warranties of merchantability or fitness for a particular purpose. All warranty claims as regards a prize should be directed to the applicable manufacturer/service provider.

7. Taxes, if any, related to a prize are the sole responsibility of the prize winner. HPB accepts no responsibility for any tax or other liability that may arise from awarding you with your prizes.
8. Prize winners hereby consent and agree to HPB recording their images through photography, videography or any other image recording means or technology (collectively "Image Recording") and utilising the Image Recording(s) in any material for publicity purposes (collectively "Challenge Materials").
9. HPB shall have the right to publish, reproduce, make adaptations, communicate, and make available to the public, the Image Recording(s) and the Challenge Materials in any media, whether in print, digital or any other format, for any publicity purposes connected with the Challenge or any other activity of HPB connected with being a winner in the Challenge ("Publicity Purposes"), including sharing or disclosing the image recordings or the Challenge Materials to any third party authorised by HPB for Publicity Purposes, without restriction and without the need to notify the prize winner in advance.
10. The winner will have no right to approve the finished product wherein the Image Recording(s) or his/her likeness appears and shall not receive royalties, or any other compensation arising or related to the use of the Image Recording(s) or the Challenge Materials.
11. There shall be no time limit, nor is there any limitation in geography or medium on the use of the Image Recording(s) or the Challenge Materials set out in the clauses above
12. In case of inconsistency, the following order of precedence applies:
  - a) these Programme Terms,
  - b) [Programme Terms of Eat, Drink, Shop, Healthy Challenge 2025](#)
  - c) Terms of Use governing the use of the Healthy 365 mobile application