

# **Age Strong**

## **Frequently Asked Questions (FAQs)**

## **Age Strong Frequently Asked Questions (FAQs)**

|  |          |
|--|----------|
| <b>Section A: About Age Strong.....</b>          | <b>3</b> |
| <b>Section B: Joining Age Strong .....</b>       | <b>4</b> |
| <b>Section C: Completing Daily Tasks .....</b>   | <b>5</b> |
| <b>Section D: Earning Healthpoints.....</b>      | <b>7</b> |
| <b>Section E: Customer Service Support .....</b> | <b>8</b> |

## **Section A: About Age Strong**

### **1. What is Age Strong about?**

Age Strong is a 12-week holistic digital health programme which aims to empower individuals aged 50 and above to kick-start a healthier lifestyle and build healthy habits, with one simple task a day. Get healthier and earn Healthpoints by completing educational quizzes and customised workouts.

### **2. What are the tasks that I will be doing?**

- a. Quizzes with bite-sized information to equip you with knowledge across four different topics – physical activity, mental well-being, nutrition, and health screening. Each quiz will take around 3 – 5 minutes to complete.
- b. Strength, Balance and Flexibility (SBF) workouts, customised based on participant's profile and feedback. Each workout will take around 20 – 25 minutes to complete.

### **3. Who is eligible to join Age Strong?**

Age Strong is open to anyone who:

- Is aged 50 years old and above
- Has a verified Healthy 365 Account
- Is not an existing LumiHealth participant
- Has a valid health declaration on the Healthy 365 app

## **Section B: Joining Age Strong**

### **4. How do I join Age Strong?**

To join:

1. Download the Healthy 365 App on Google Play or Apple App Store.
2. On the Healthy 365 app, go to “Recommended for you” and select “Age Strong”.  
Otherwise, go to “Explore”, tap “Programmes”. Tap “Recommended” and look for Age Strong.
3. Tap “Start Now” to join the programme.

### **5. Why am I unable to find Age Strong on Healthy 365?**

Only Healthy 365 users who are aged 50 and above, are not existing participants of LumiHealth and have a valid declaration on the app, will be able to see Age Strong.

### **6. Will I be able to join Age Strong with 1 or more health conditions?**

You will be required to complete a health declaration on the Healthy 365 app which will help you assess your readiness to be participate in physical activities. If you have an existing health condition or injury, please consult your doctor or healthcare professional prior to participation.

### **7. If I am a LumiHealth participant, can I join the Age Strong?**

If you are a current participant of LumiHealth, you will need to withdraw from LumiHealth to take part in Age Strong.

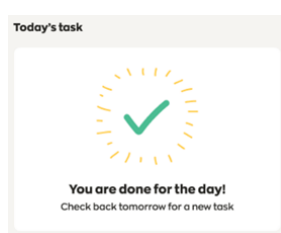
## Section C: Completing Daily Tasks

### 8. What do I need to do after joining Age Strong?

Complete one simple task a day – either a customised workout or an educational quiz.

### 9. How will I know if I have completed today's task?

Under the section “Today’s Task”, there will be a message showing “You are done for the day!” with a green tick.



### 10. Where can I see how many tasks I have completed?

Under the section “Task Progress”, you will see the number of completed tasks displayed.



### 11. What happens if I am unable to complete today's task?

If you do not complete the task for the day, you will be shown the same task until you have completed it.

**12. Am I able to skip a task?**

You will not be able to skip a task. To receive a new task the next day, you will need to complete today's task.

**13. Why did I receive a different task from my friend?**

You may have joined Age Strong on a different date, or you may have completed tasks at a different pace. Since the workouts are customised according to your profile and feedback to enable you to get stronger at your own pace, the workout task for you may differ from your friend.

**14. Can I re-attempt the quiz if I got it wrong for the first time?**

Yes, you can re-attempt the quiz within the same day until you have answered the quiz correctly.

**15. If I am overseas, am I still able to complete my tasks?**

Yes, if you have a working internet connection, you can access the Healthy 365 app to complete your tasks.

**16. I have completed Age Strong. Can I join again?**

We are glad you enjoyed Age Strong. Upon completion of Age Strong, you will not be able to join again until the next programme release. To continue the healthier lifestyle you have kick-started, consider joining HPB's free activities near you under the Live Well, Age Well programme. These include activities such as Steady Lah, Rolling Good Times and Move It, Feel Strong. You may sign up via the Healthy 365 Events page.

## **Section D: Earning Healthpoints**

### **17. Can I earn Healthpoints if I participate in Age Strong?**

You can earn 5 Healthpoints for answering the quiz correctly and 20 Healthpoints for completing the workout.

### **18. How do I earn a bonus play?**

After completing every three workouts, you will be eligible for a bonus play to earn up to 300 bonus Healthpoints.

### **19. What happens if I don't get Healthpoints after completing the daily tasks or bonus play?**

You may reach out to the Customer Care hotline at 1800 223 1313 or email us at [hpb\\_mailbox@hpb.gov.sg](mailto:hpb_mailbox@hpb.gov.sg) for further assistance. Please be informed that airtime charges apply for mobile calls to 1800 services lines.

Our hotline operating hours are from Monday - Friday, 8am to 6pm excluding weekends and public holidays.

## **Section E: Customer Service Support**

### **20. How do I withdraw from Age Strong?**

You may withdraw from Age Strong by calling our hotline at 1800 223 1313 or emailing [hpb\\_mailbox@hpb.gov.sg](mailto:hpb_mailbox@hpb.gov.sg) for further assistance. Please be informed that airtime charges apply for mobile calls to 1800 services lines.

Our hotline operating hours are from Monday - Friday, 8am to 6pm excluding weekends and public holidays.