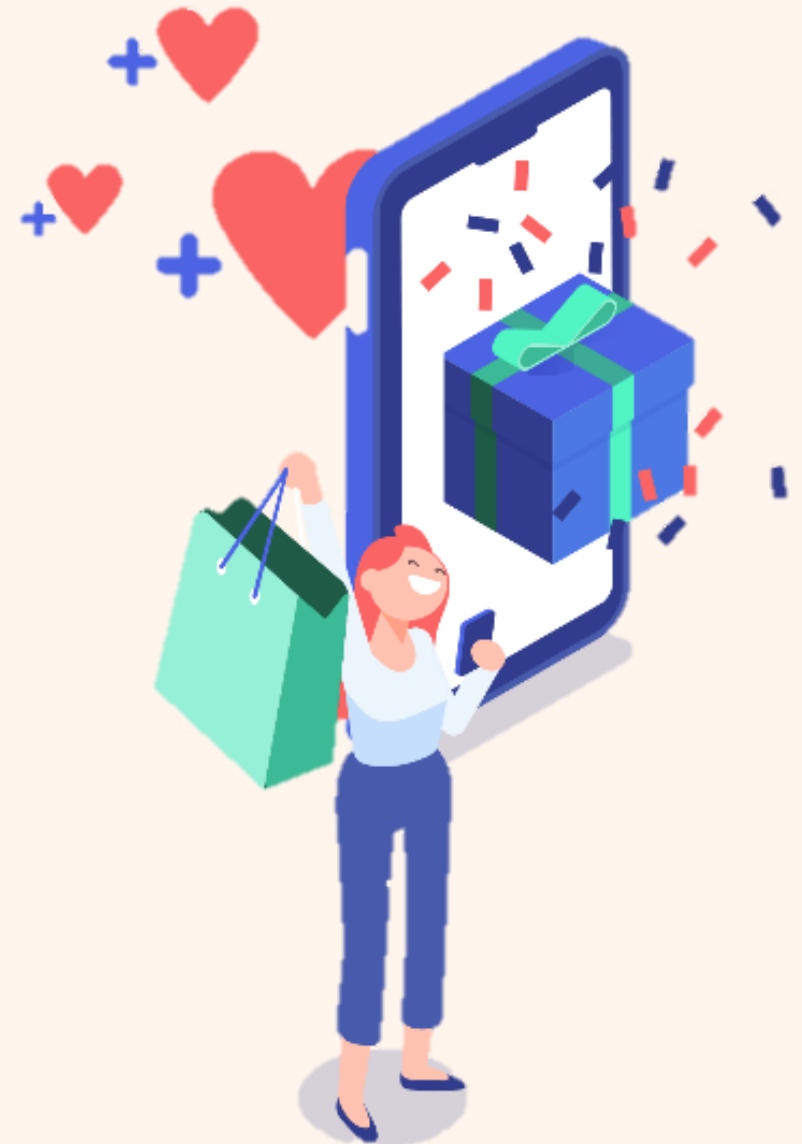


# HPB Rewards Programme

Healthpoints. Rewards. HPB eVouchers.

Step by Step Guide for Rewards

Version: 26 April 2024



# Content

---

1. General Guidelines	<a href="#"><u>3</u></a>
2. Viewing Healthpoints (HP) Summary & Transaction History	<a href="#"><u>4</u></a>
3. Redeeming Healthpoints on Healthy 365 app	
• SimplyGo eVoucher	<a href="#"><u>5</u></a>
• Charity Donation	<a href="#"><u>12</u></a>
• HPB eVoucher	<a href="#"><u>14</u></a>
• HPB Credit\$	<a href="#"><u>16</u></a>
4. Using HPB eVoucher	<a href="#"><u>19</u></a>
5. Using HPB Credit\$	<a href="#"><u>23</u></a>
6. Claiming a HPB eVoucher Code	<a href="#"><u>26</u></a>

---

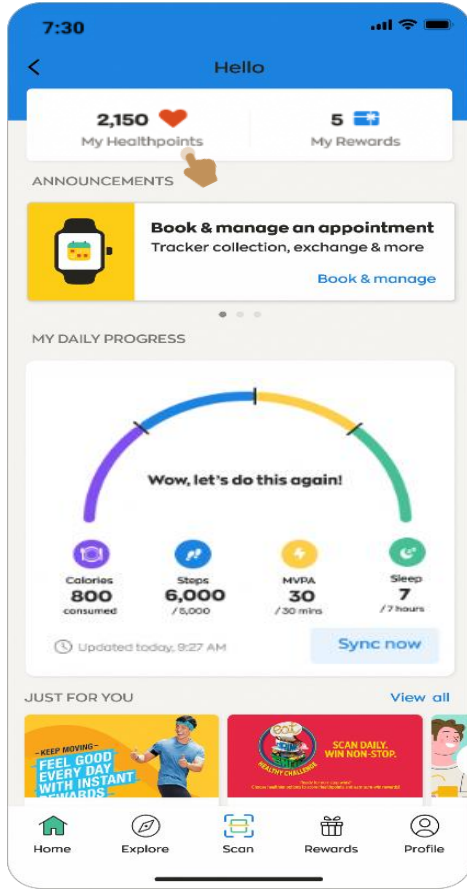
# General Guidelines

- 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.
- e) HPB Credit\$ can be used at selected merchants on the NETS QR network. You may refer to the list of participating merchants' locations under the details of HPB Credit\$ on the Healthy 365 app. The detailed list of participating merchants can be found under Rewards FAQ (HPB Credit\$).

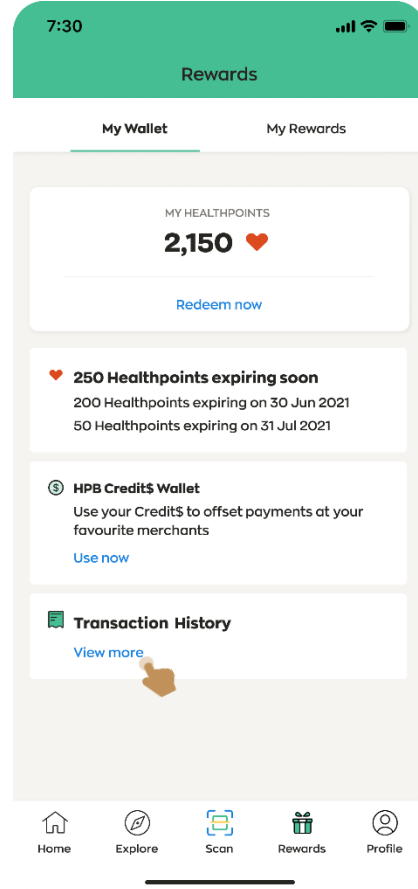
For more information, refer to the FAQs for HPB Rewards Programme.

# Viewing Healthpoints (HP) Summary & Transaction History

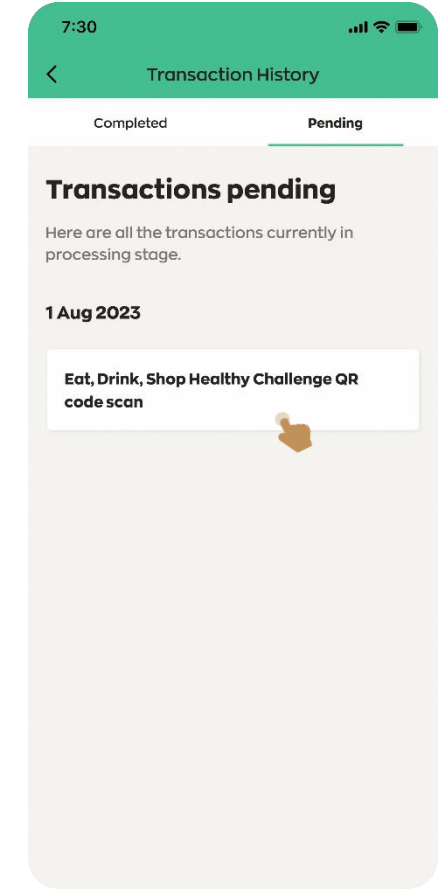
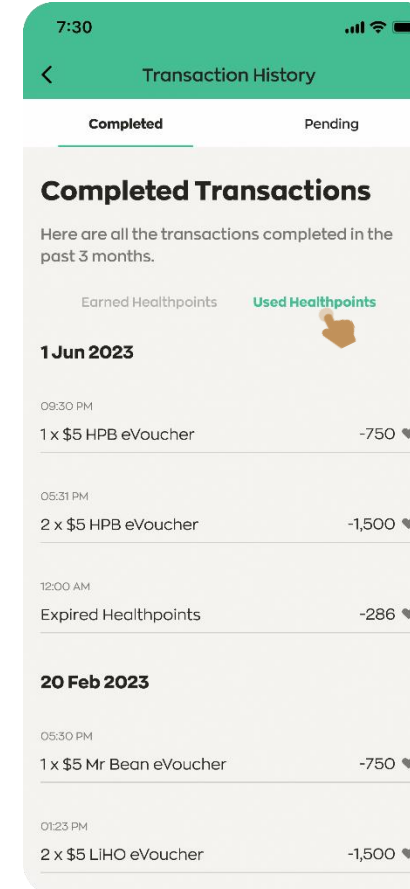
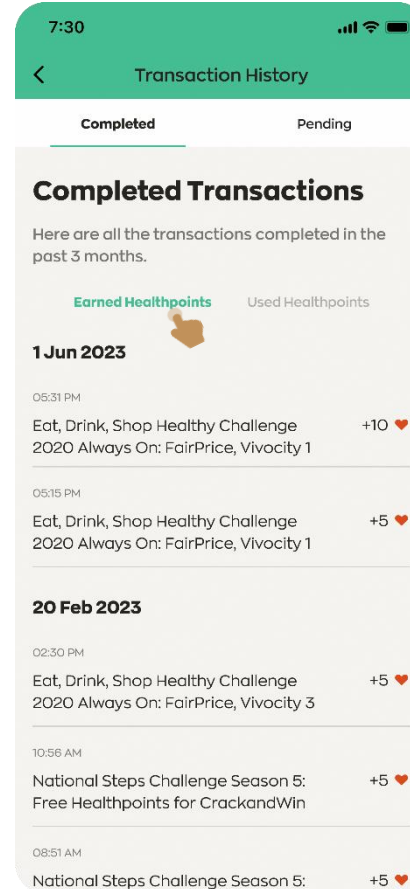
**Step 1:**  
Tap on “My Healthpoints” to redeem rewards



**Step 2:**  
Under “My Wallet” dashboard, a HP summary is shown. Tap on “View More” under “Transaction History”



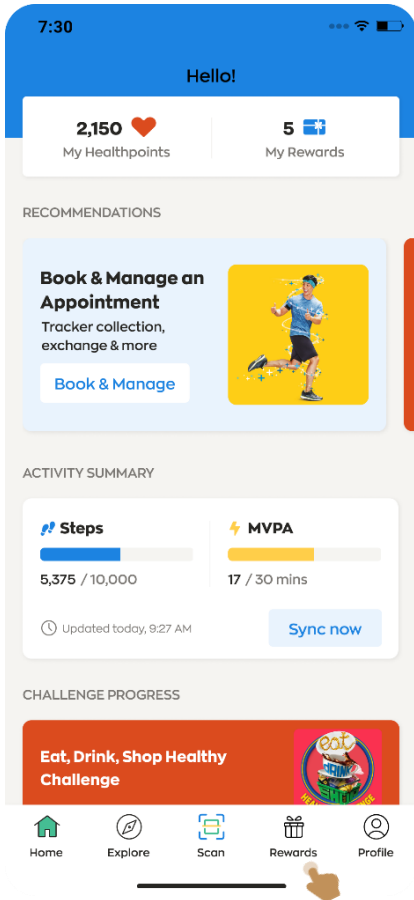
**Step 3:**  
Under “Completed Transactions” > details of HP earned and used  
Under “Transactions pending” > details of HP pending to be credited



# Redeeming Healthpoints on Healthy 365 app: SimplyGo eVoucher

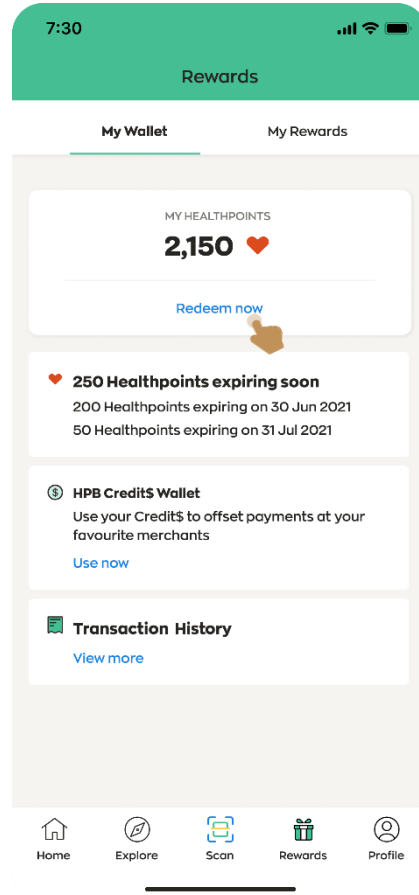
## Step 1:

Tap on the “**Rewards**” icon shown at the bottom banner



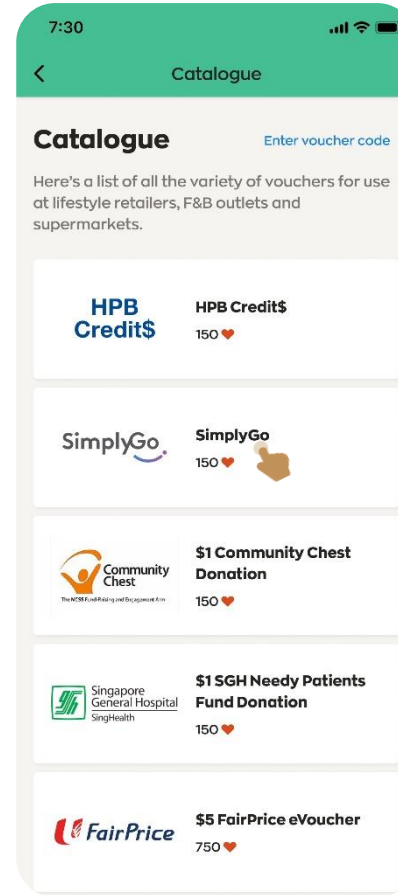
## Step 2:

Tap on “**Redeem now**”



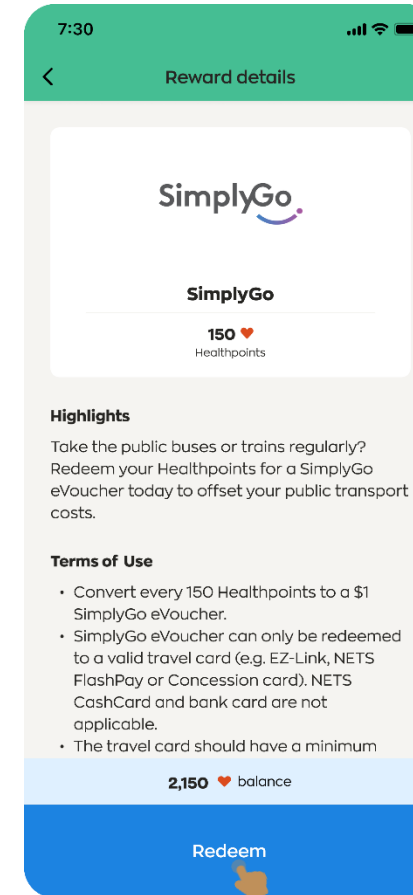
## Step 3:

Select “**SimplyGo**” listed on the “**Catalogue**” (Min. 150HP to redeem)



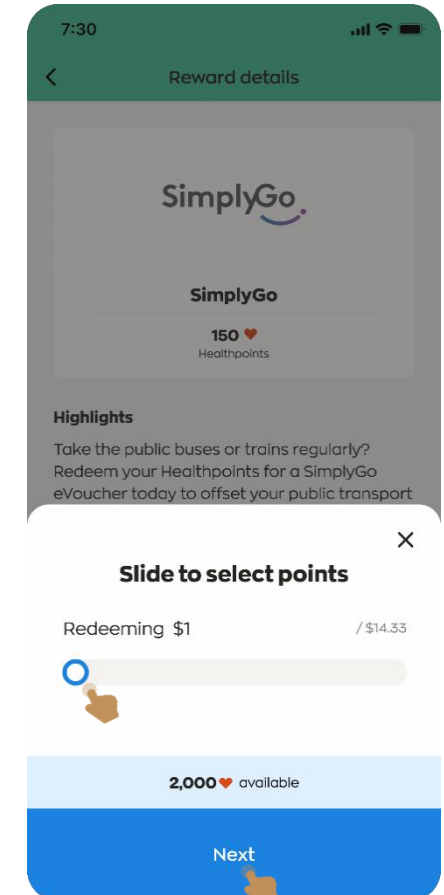
## Step 4:

On SimplyGo page, tap on “**Redeem**” to proceed



## Step 5:

Slide the bar to the amount of HP to be redeemed and tap on “**Next**”

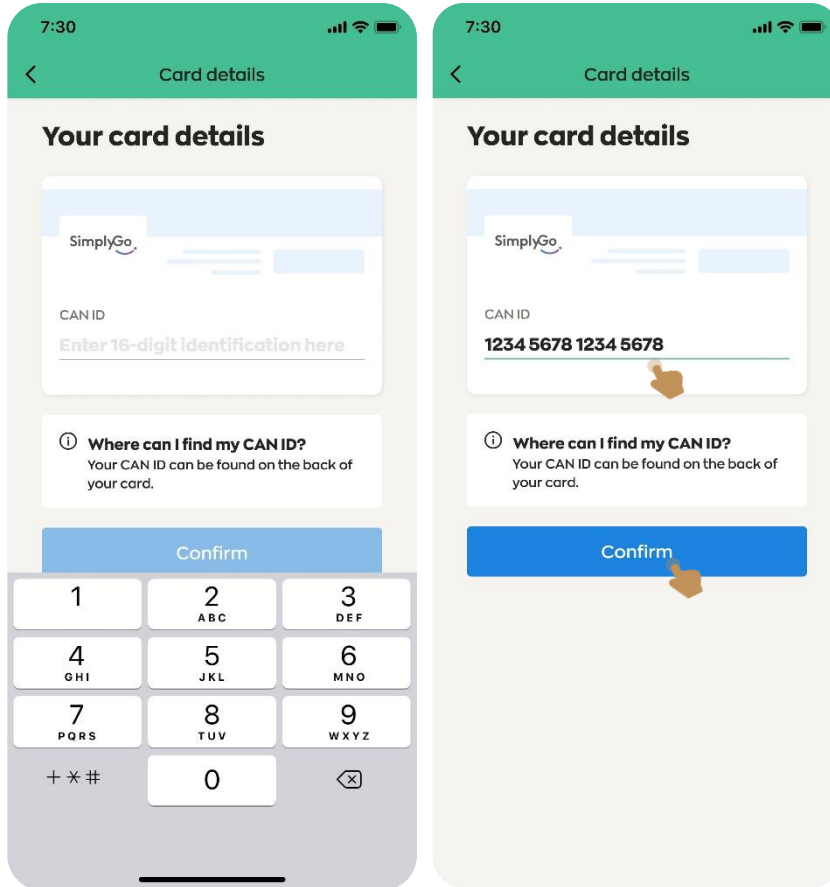


# Redeeming Healthpoints on Healthy 365 app: SimplyGo eVoucher

## Step 6:

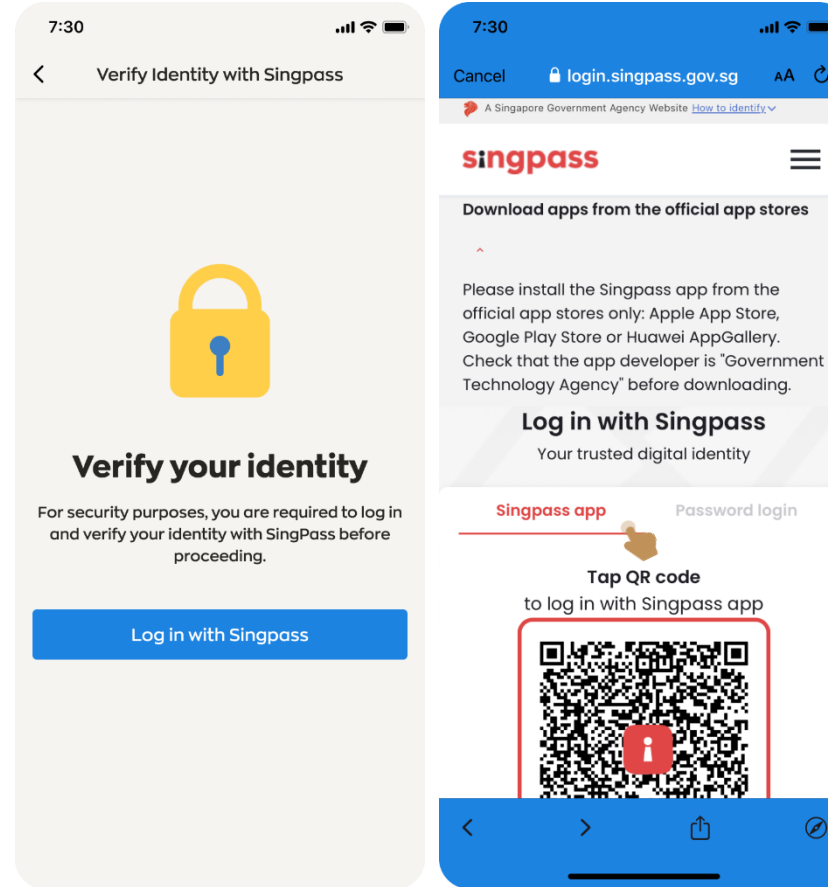
Enter a valid Travel Card CAN ID number and tap on “**Confirm**” to proceed

(Note: Ensure your card is valid for at least 6 months before it expires.)



## Step 7:

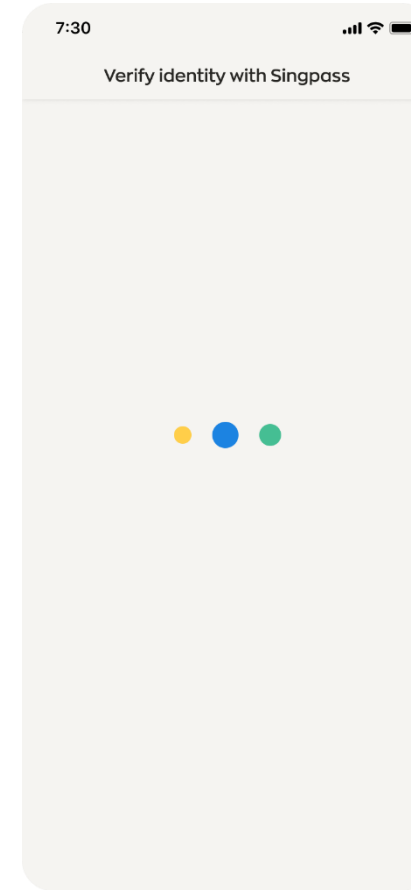
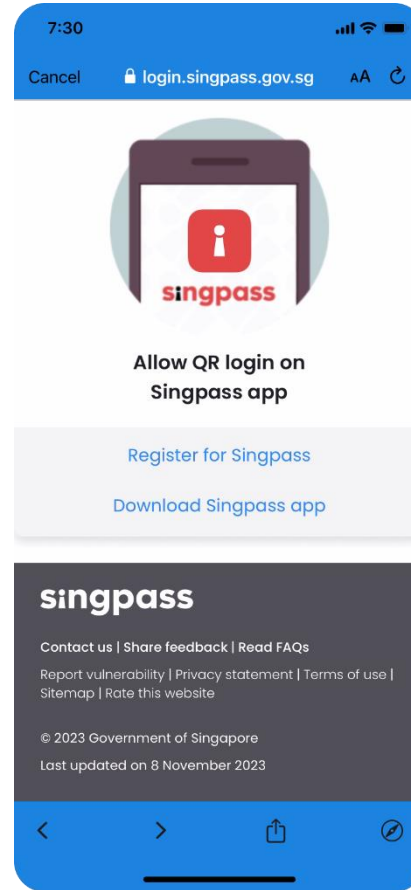
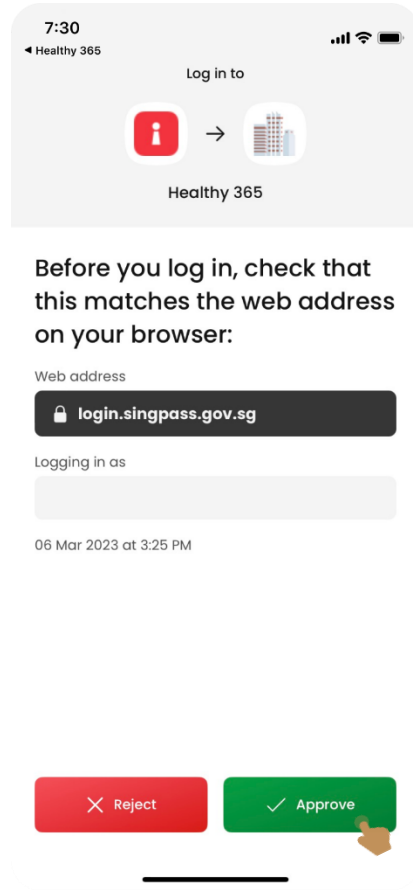
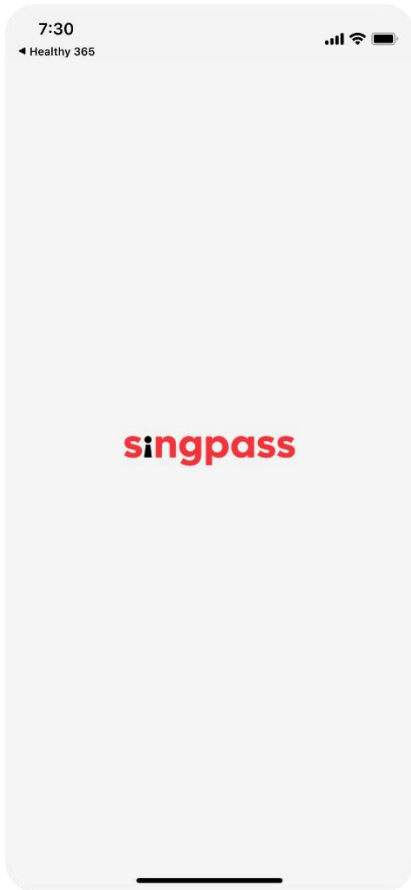
If you are keying in your Travel Card CAN ID for the first time or changing your CAN ID, you will be prompted for verification with SingPass. You may verify your identity using the 'Singpass app' or 'Password login'.



# Redeeming Healthpoints on Healthy 365 app: SimplyGo eVoucher

## Step 8a:

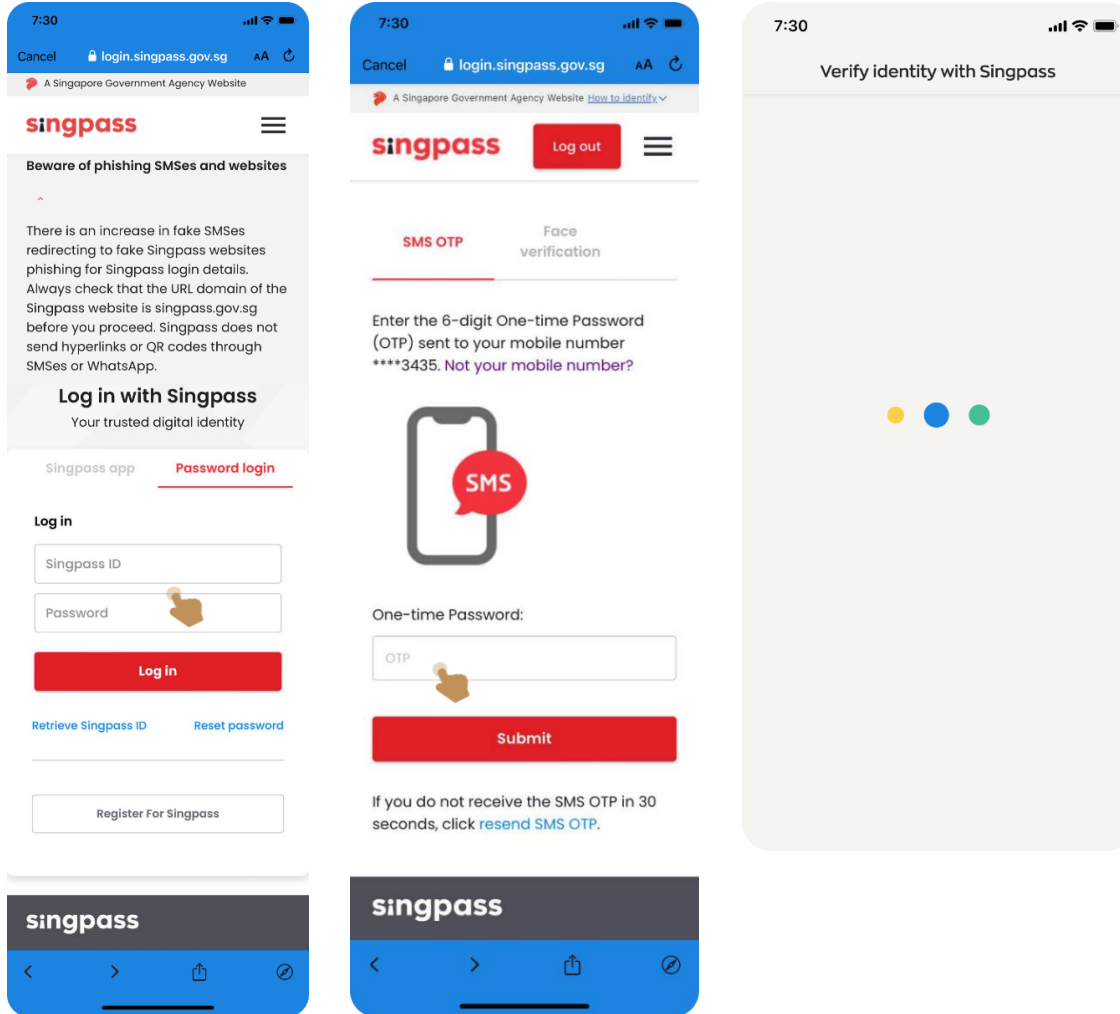
If you select 'Singpass app' in Step 7, verify your identity by tapping “Approve”  
(H365 will check if there is a match in the NRIC between H365 app and Singpass app.)



# 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.

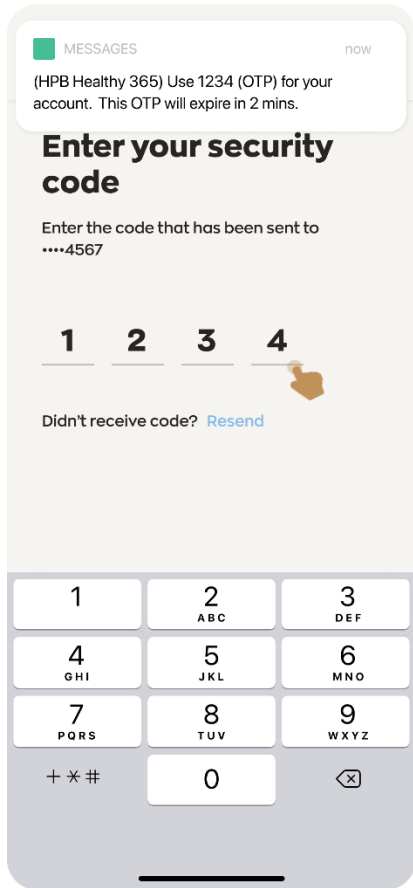




# Redeeming Healthpoints on Healthy 365 app: SimplyGo eVoucher

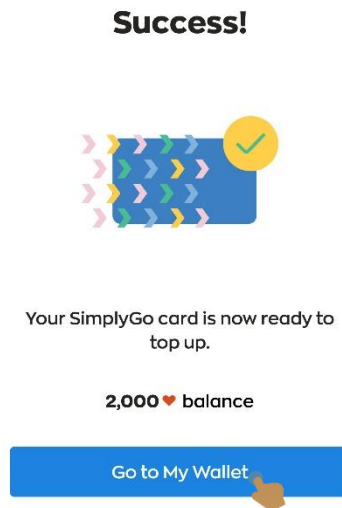
## Step 9:

Type the OTP number sent to your registered mobile number



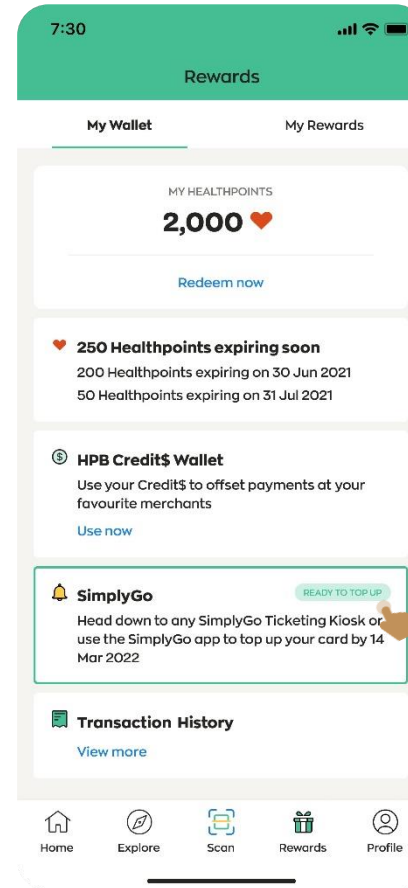
## Step 10:

Upon successful redemption, a **Success** message is shown. Tap on “Go to My Wallet”



## Step 11:

Under “My 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

The screenshots show the following steps on the SimplyGo Kiosk:

- Card Details:** Shows a School Smartcard (SimplyGo Concession card) with a remaining value of 10.00. Card status is Good. Card Holder's Name is PrintedABT ITE SEC 26. Concession Expiry Date is 31 JUL 2024. Card Expiry Date is 27 NOV 2024. Card/CAN ID is 8009 9999 2004 4370. Concession Pass In Use is No valid pass found.
- Voucher Selection:** Prompts the user to "Select the voucher that you wish to redeem". Options include Health Promotion Board Rewards, Merdeka Concession Top-up, Public Transport Voucher, Transport Voucher, and Travel Credits. The Health Promotion Board Rewards option is highlighted.
- Voucher Redemption Table:**

No.	Sponsor	Amount	Action
1	HPBLP	\$3.00	Redeem
2	HPBLP	\$5.00	Redeem
3	HPBLP	\$10.00	Redeem

Total Amount : \$18.00

Redeem All button is highlighted.
- Confirmation:** "Top-up successful, please remove your card". Redeemed Amount : \$10.00. Card Remaining Value : \$20.00. Buttons for Receipt, Back, and Home are visible.

### Top-Up Kiosk / Assisted Service Kiosk

The screenshots show the following steps in the SimplyGo app:

- Select card options:** Shows a card with a value of \$10.65. The "Vouchers & Rewards" option is highlighted.
- Select voucher:** Shows a list of \$10 HPB vouchers. The "Confirm" button is highlighted.
- Confirmation:** Shows a successful top-up with a new value of \$40.65. The "Confirm" button is highlighted.

# Using SimplyGo eVoucher

SimplyGo app (for SimplyGo Concession and SimplyGo EZ-Link cards only)

**1** Tap 'eVouchers'

**2** Tap 'Redeem'

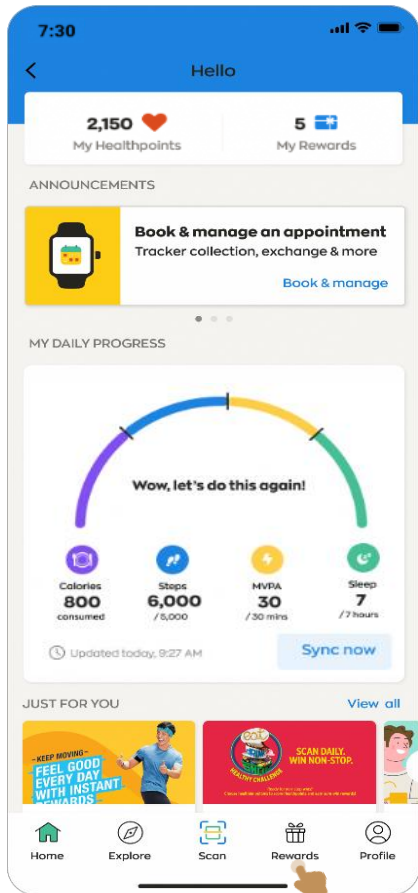
**3** Then tap 'Proceed'

**4** You have successfully redeemed your eVoucher

# Redeeming Healthpoints on Healthy 365 app: Charity Donation

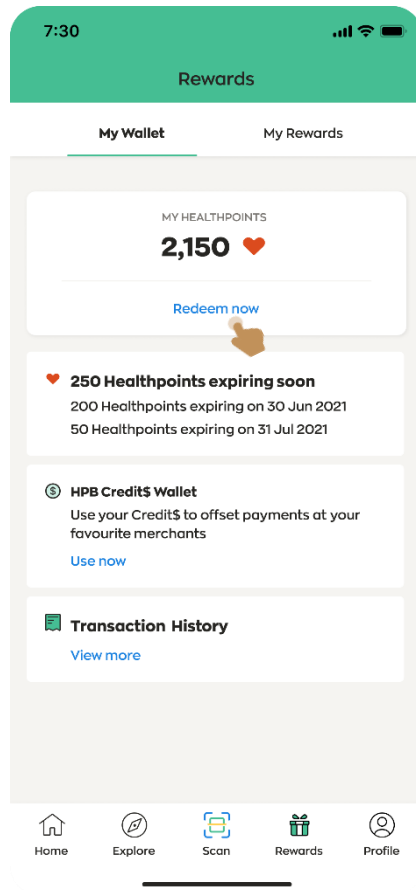
## Step 1:

Tap on the “**Rewards**” icon shown at the bottom banner



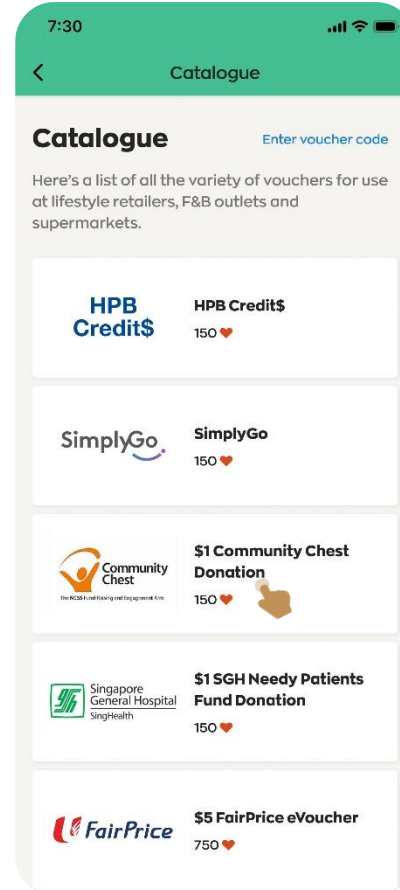
## Step 2:

Tap on “**Redeem now**”



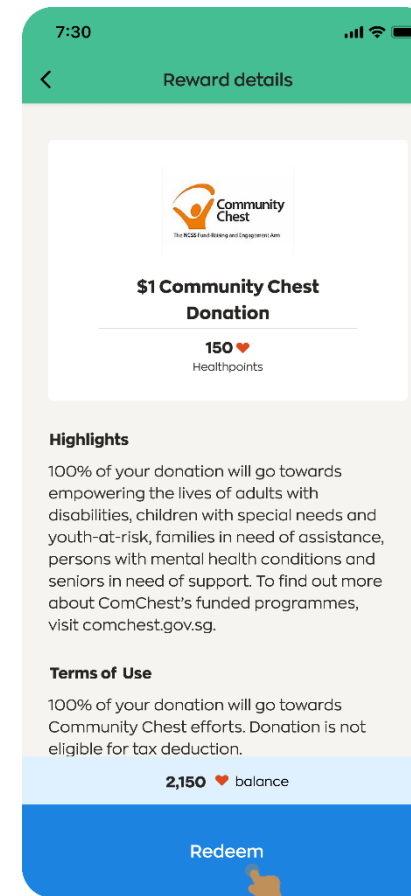
## Step 3:

Select your choice of charity



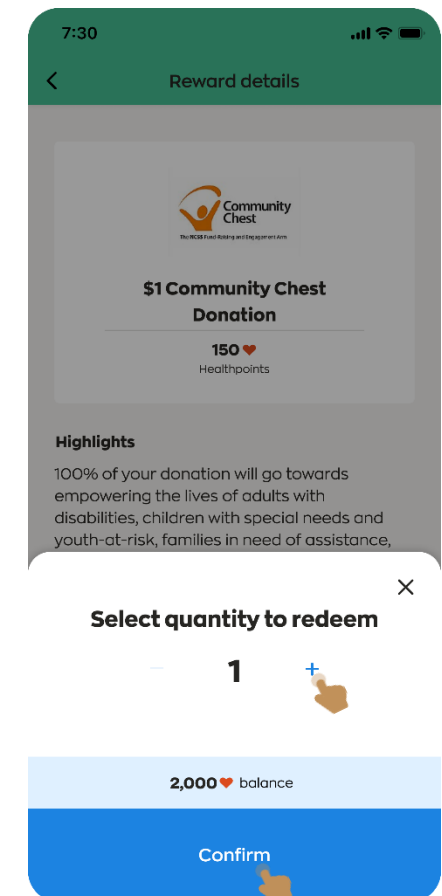
## Step 4:

View the voucher details and terms of use. To proceed, tap on “**Redeem**”



## Step 5:

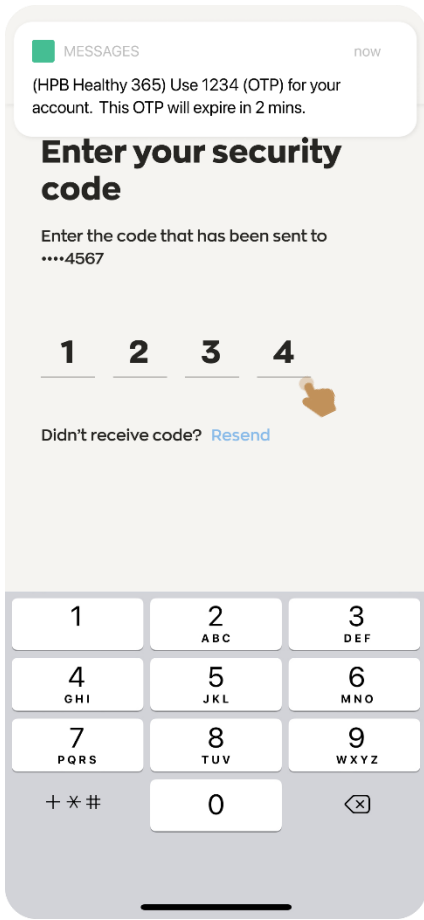
Select quantity to redeem, then tap on “**Confirm**”



# Redeeming Healthpoints on Healthy 365 app: Charity Donation

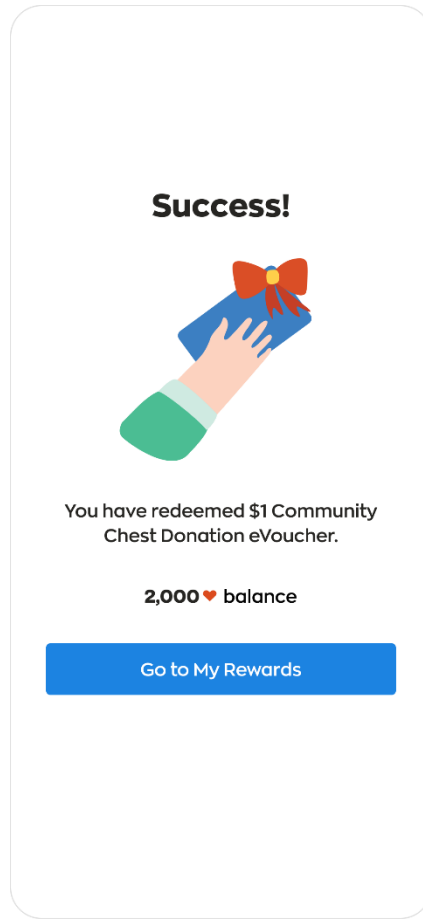
## Step 6:

Type in the OTP number sent to your registered mobile number



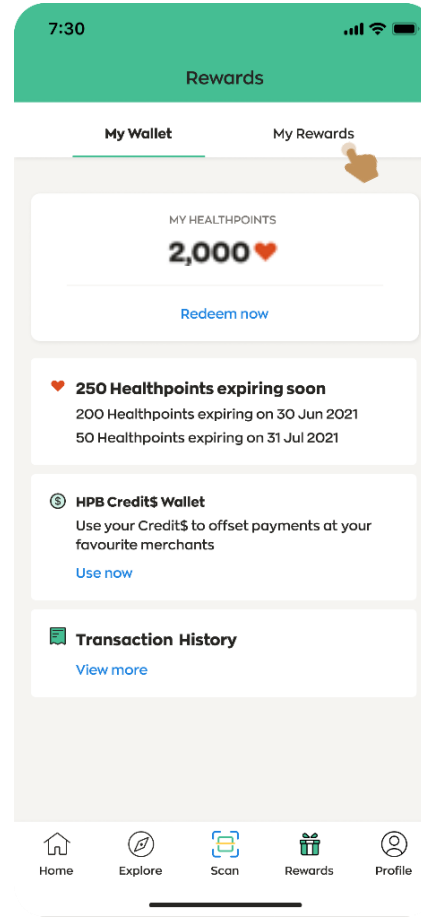
## Step 7:

Upon successful redemption, a **Success** message is shown.



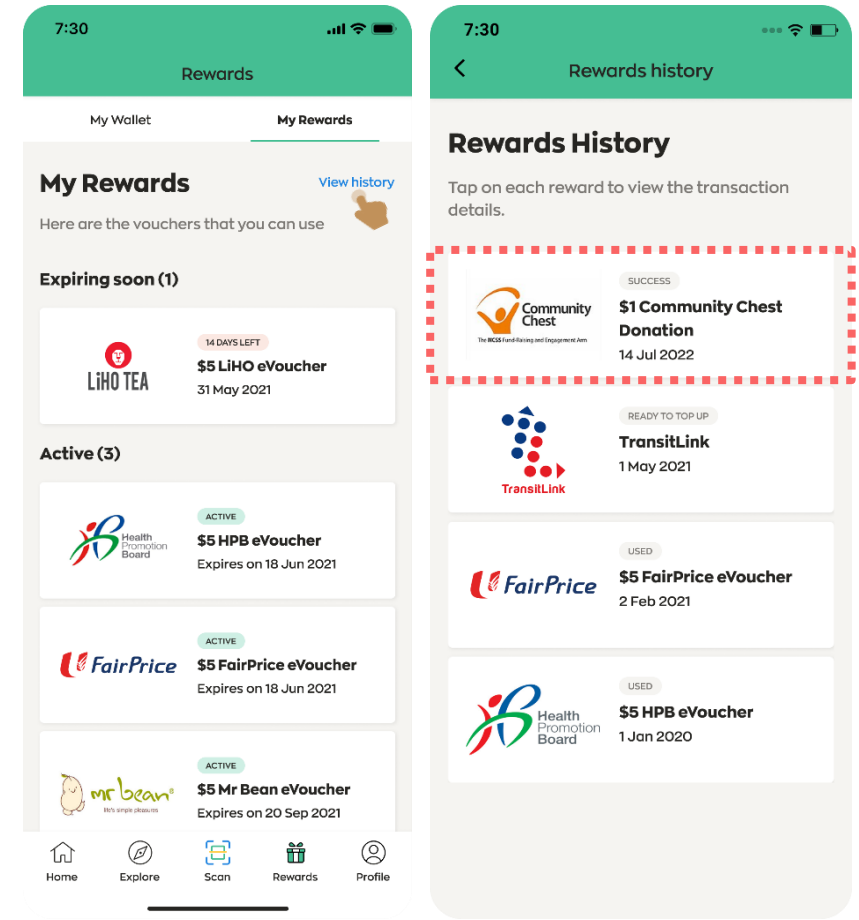
## Step 8:

To view your redemption history, navigate to “Rewards” icon and tap on “My Rewards” tab



## Step 9:

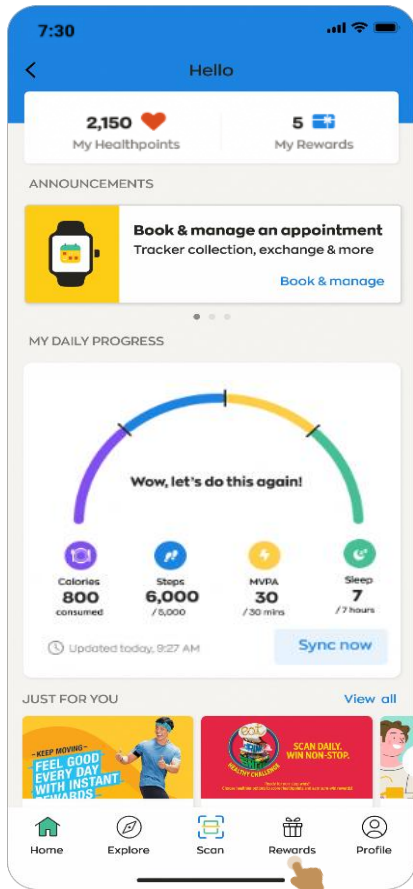
Tap on “View history” to view history of redeemed rewards



# Redeeming Healthpoints on Healthy 365 app: HPB eVoucher

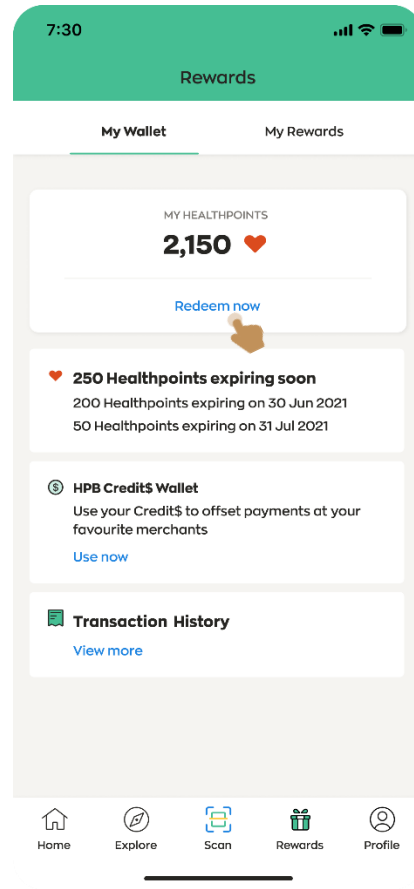
## Step 1:

Tap on the “Rewards” icon shown at the bottom banner



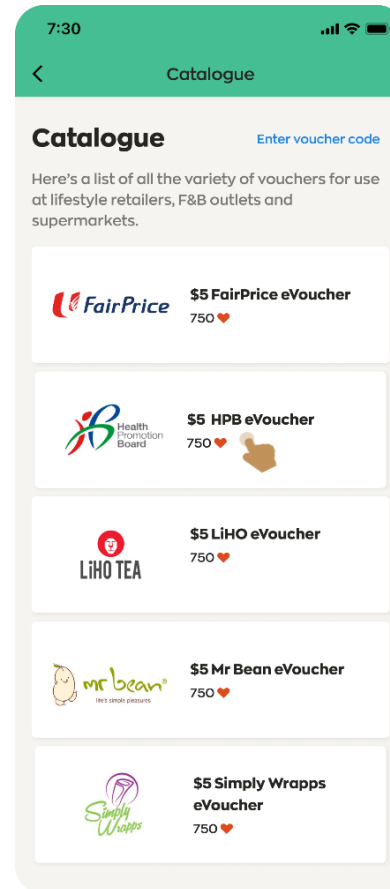
## Step 2:

Tap on “Redeem now”



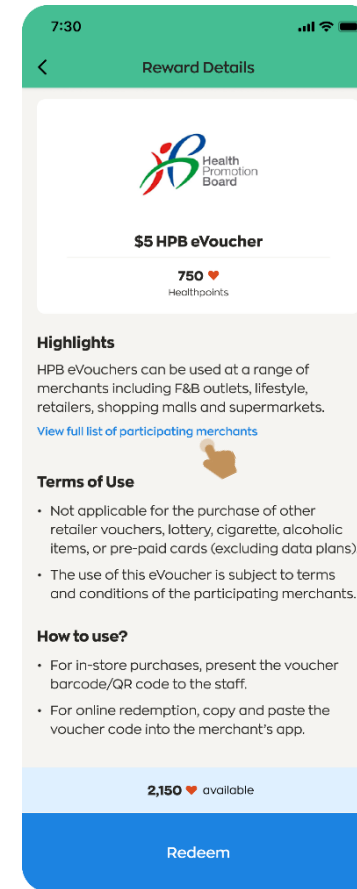
## Step 3:

Select “\$5 HPB eVoucher” (or \$10 HPB eVoucher)



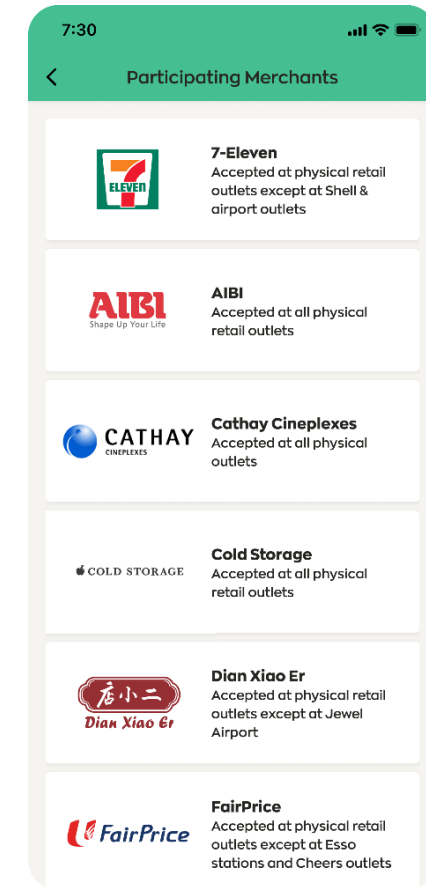
## Step 4:

Read through the details and terms of use; and tap on the link to “View full list of participating merchants”



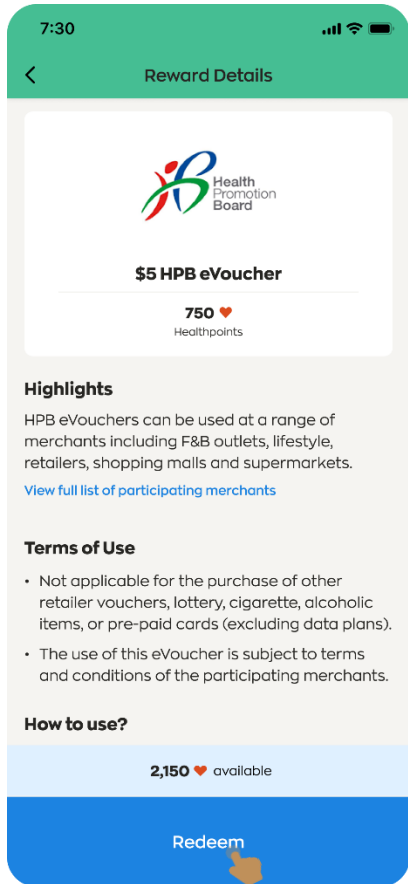
## Step 5:

Scroll through the list to see the list of merchants accepting HPB eVoucher

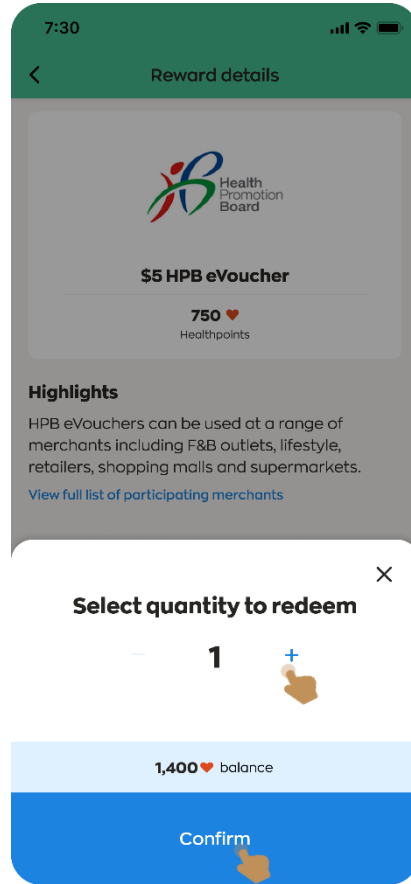


# Redeeming Healthpoints on Healthy 365 app: HPB eVoucher

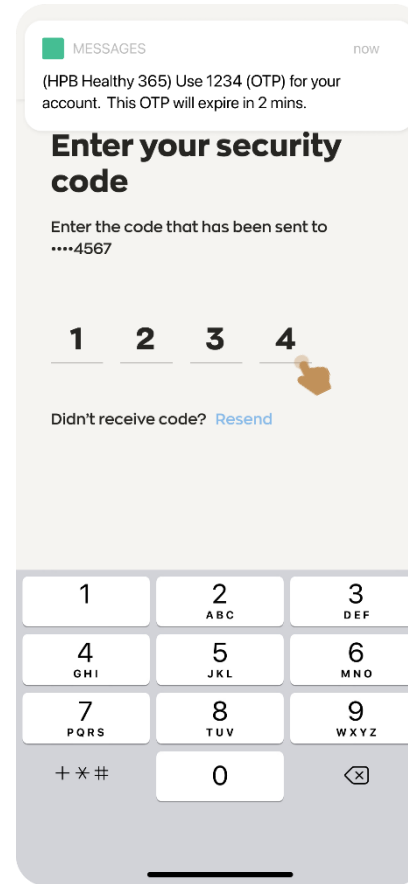
**Step 6:**  
Tap on “Redeem” to proceed



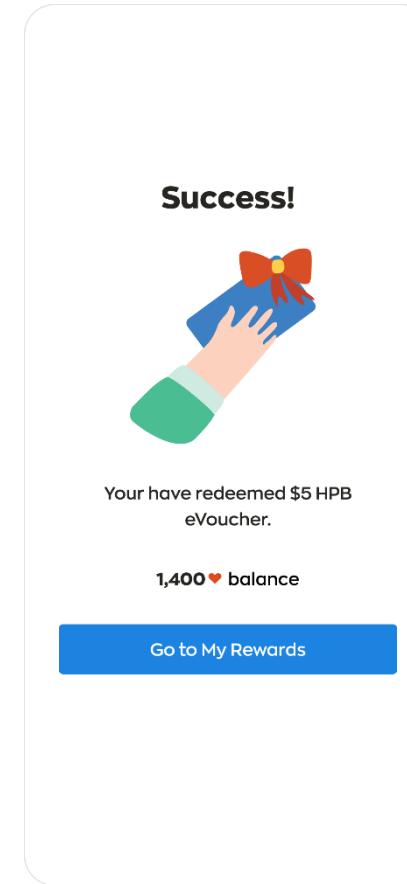
**Step 7:**  
Select quantity to redeem, then tap on “Confirm”



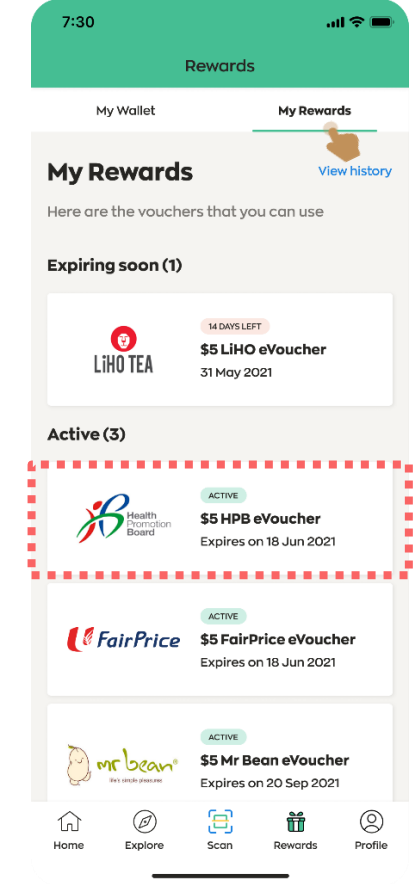
**Step 8:**  
Type in the OTP number sent to your registered mobile number



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



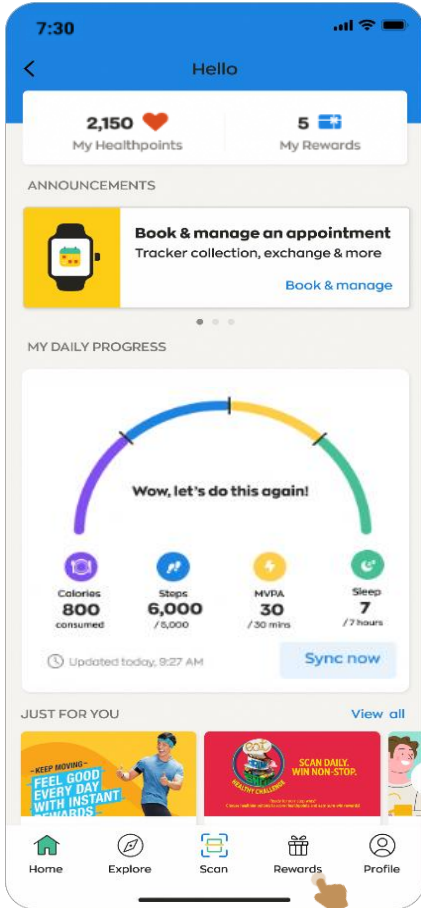
**Step 10:**  
Navigate to “My Rewards” to view your active eVoucher



# Redeeming Healthpoints on Healthy 365 app: HPB Credit\$

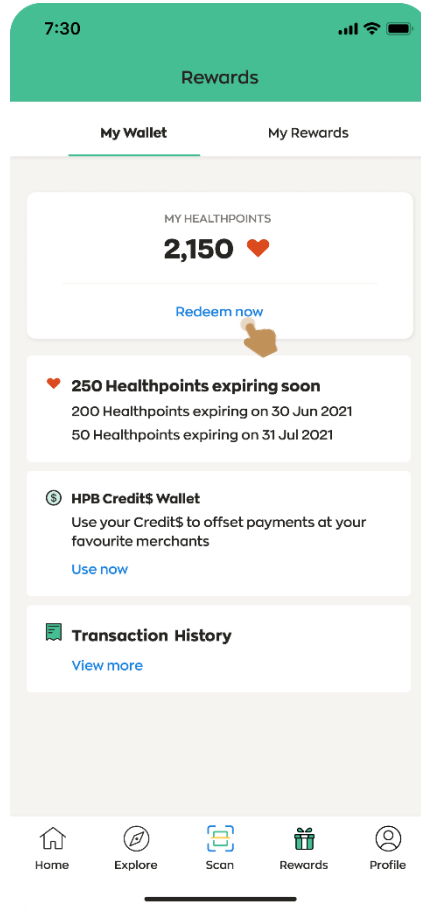
## Step 1:

Tap on the “Rewards” icon shown at the bottom banner



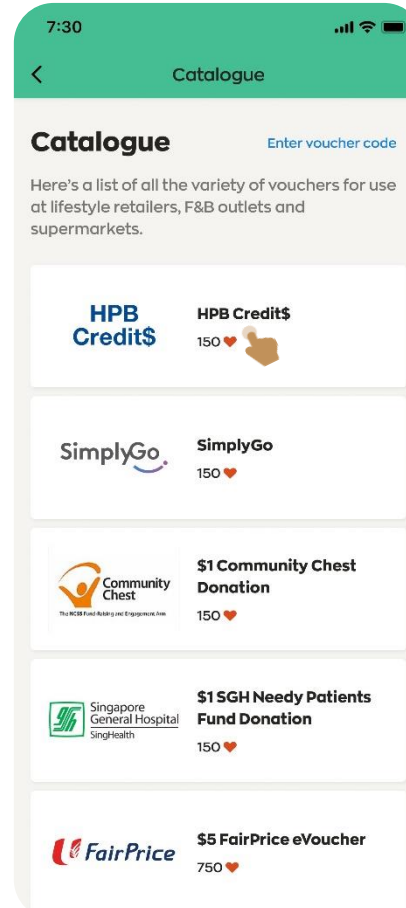
## Step 2:

Tap on “Redeem now”



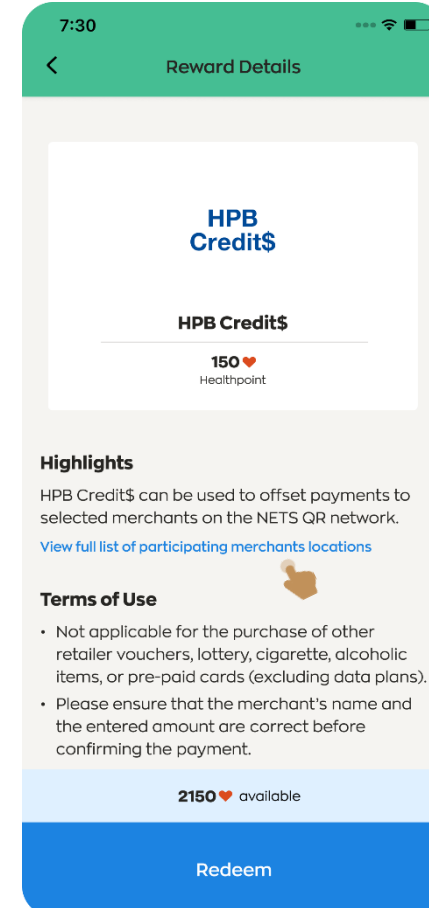
## Step 3:

Select “HPB Credit\$” (Min. 150HP to redeem)



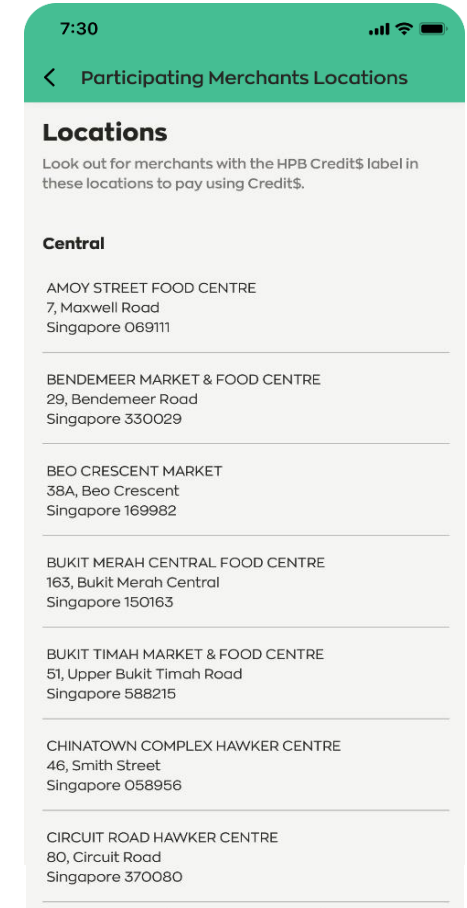
## Step 4:

Read through the details and terms of use; and tap on the link to “View full list of participating merchants locations”



## Step 5:

Scroll through the list to see the list of merchant locations accepting HPB Credit\$

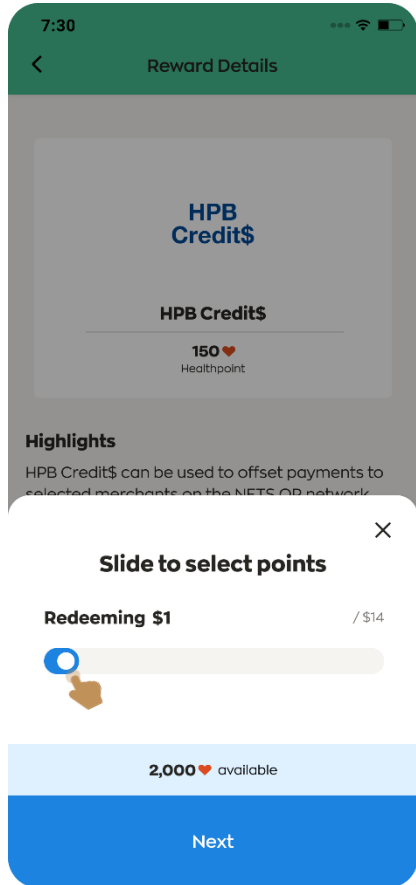




# Redeeming Healthpoints on Healthy 365 app: HPB Credit\$

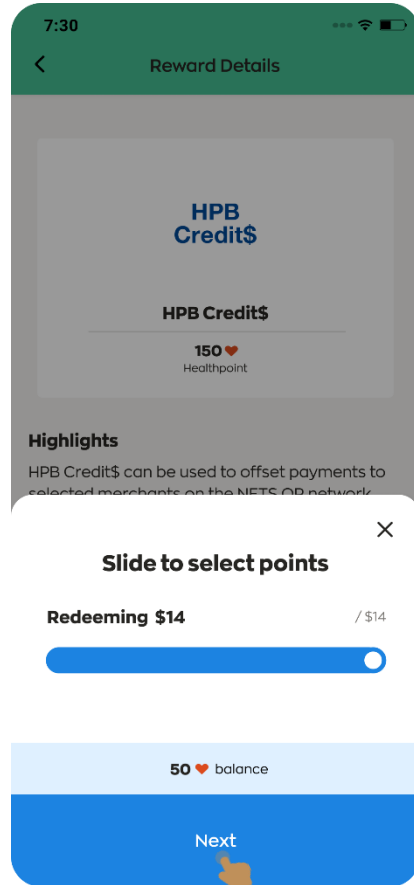
## Step 6:

Slide the bar to the amount of HPs to be redeemed



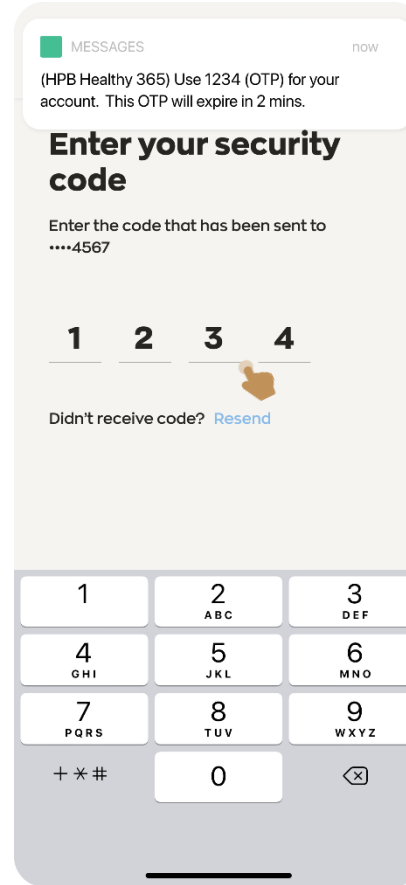
## Step 7:

Tap on "Next" to redeem HP



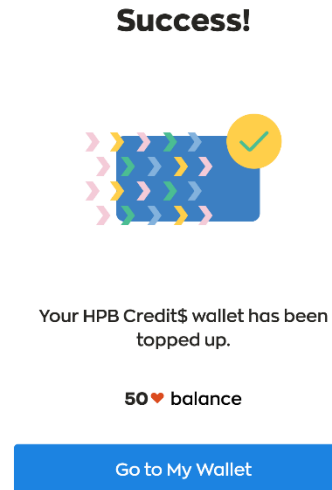
## Step 8:

Type in the OTP number sent to your registered mobile number



## Step 9:

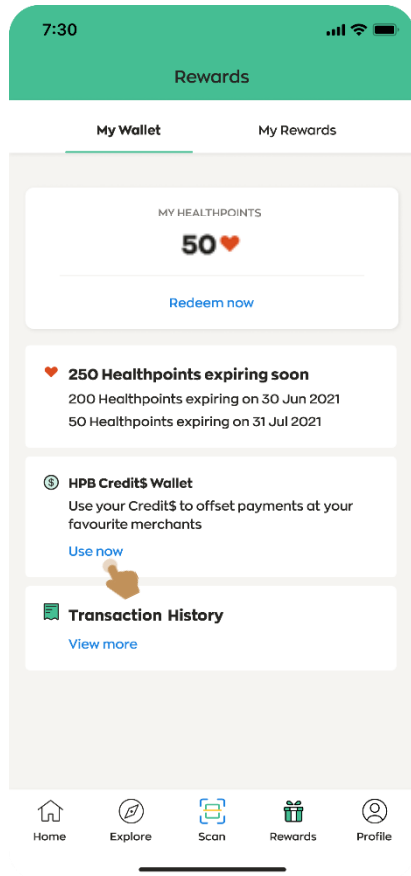
Upon successful redemption, a **Success** message Your HPB Credit\$ wallet has been topped up is shown



# Redeeming Healthpoints on Healthy 365 app: HPB Credit\$

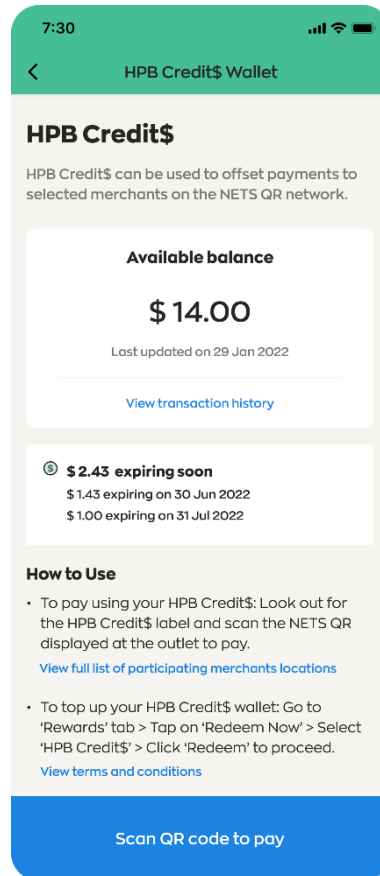
## Step 10:

Tap on “Use now” under “HPB Credit\$ Wallet”



## Step 11:

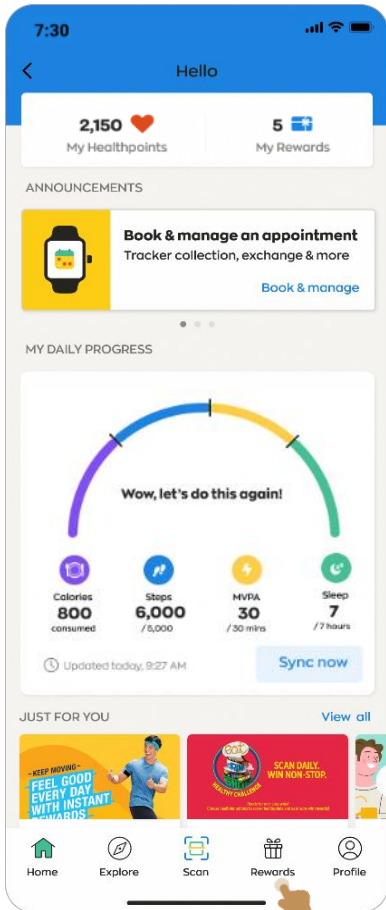
View “HPB Credit\$ Wallet” available balance and transaction history



# Using HPB eVoucher: In-Store Purchase

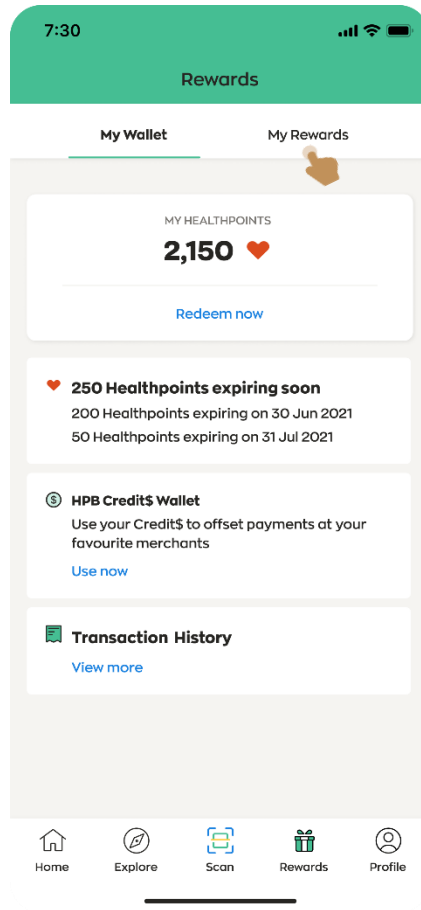
## Step 1:

Tap on the “Rewards” icon shown at the bottom banner



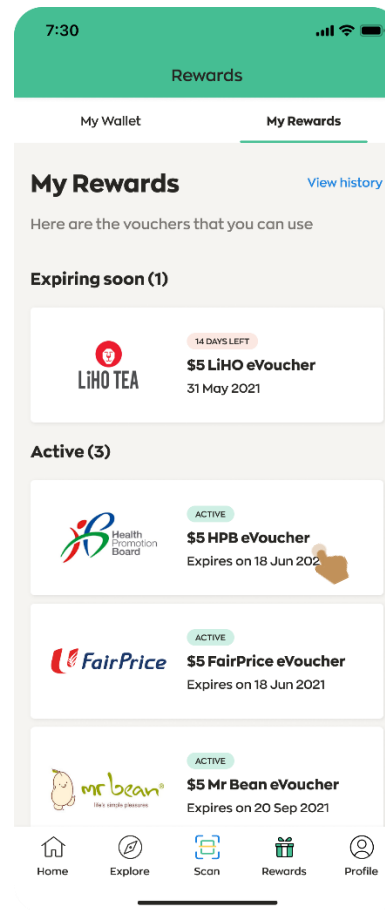
## Step 2:

Tap on “My Rewards”



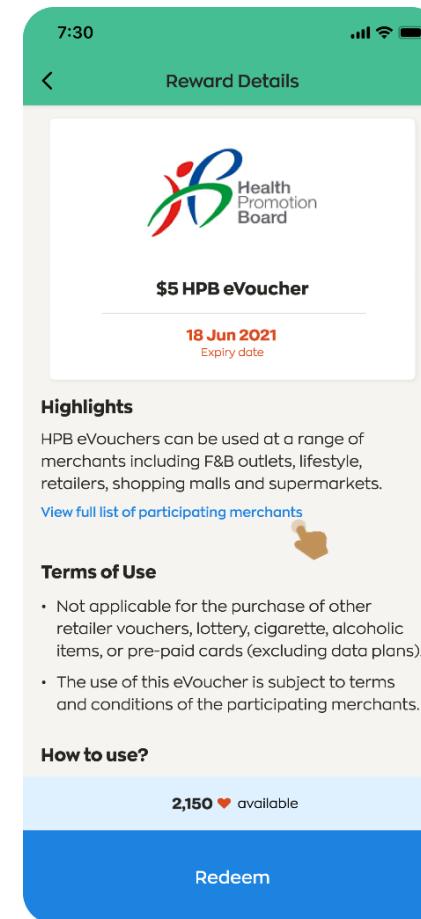
## Step 3:

Select a HPB eVoucher



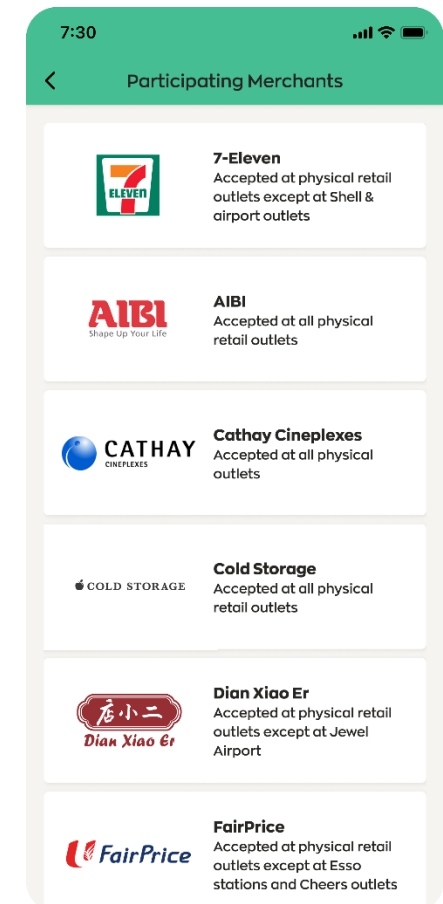
## Step 4:

Read through the details and terms of use; and tap on the link to “View full list of participating merchants”



## Step 5:

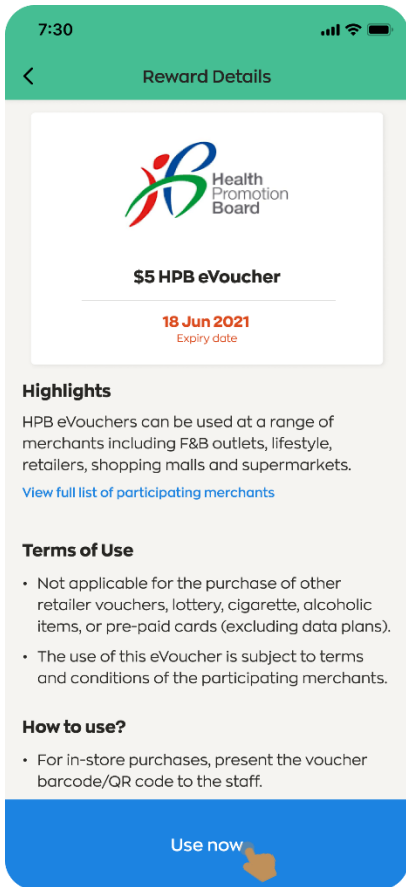
Scroll through the list to see the list of merchants accepting HPB eVoucher



# Using HPB eVoucher: In-Store Purchase

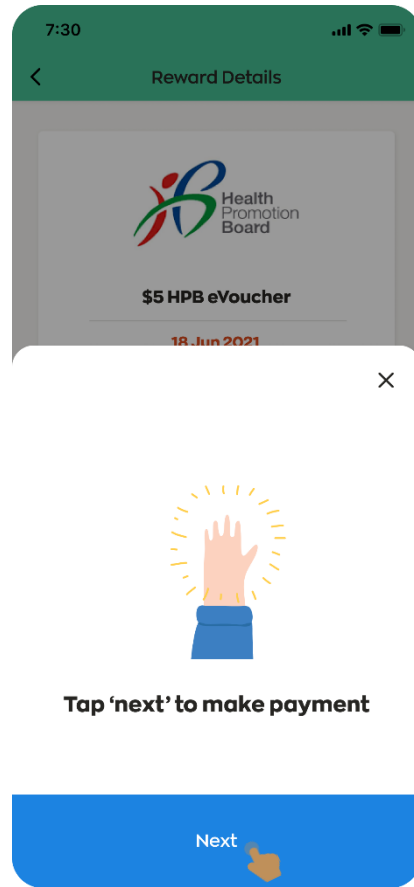
## Step 6:

Tap on “Use now” to proceed when ready to use



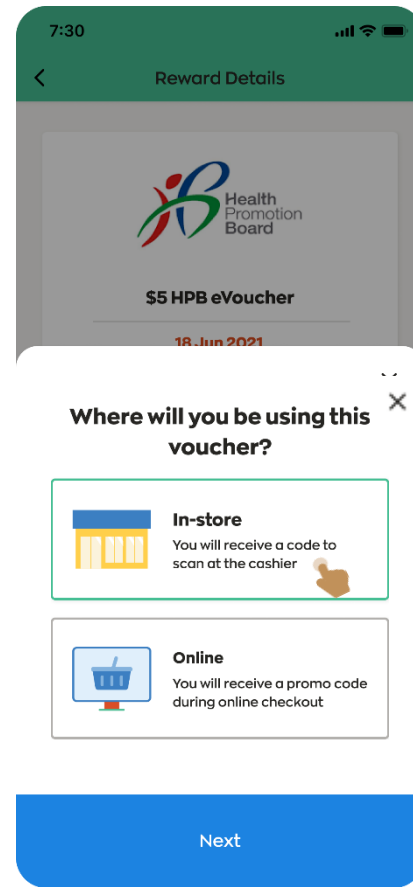
## Step 7:

Tap on “Next” to confirm use of eVoucher



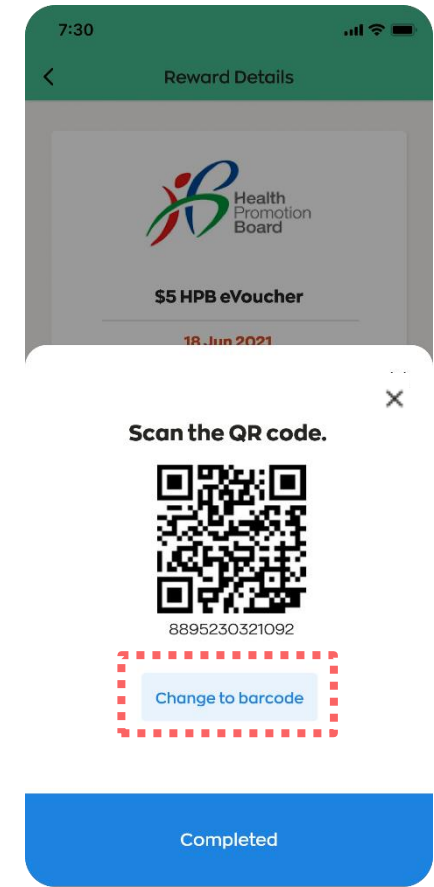
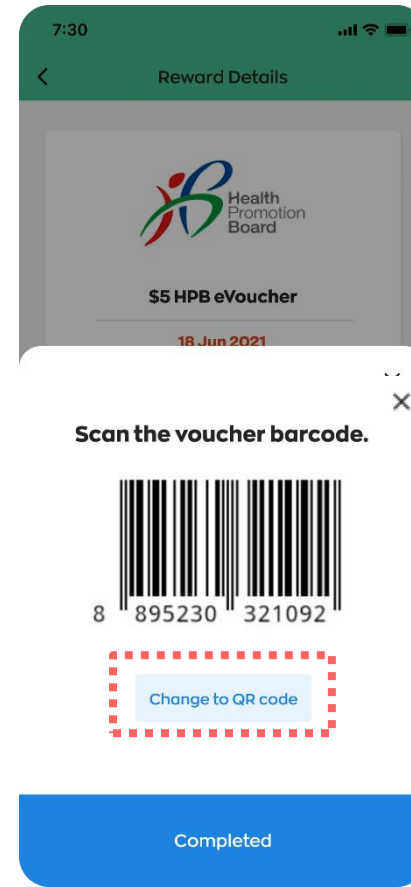
## Step 8:

Tap on “In-store” option when ready to make payment at the store



## Step 9:

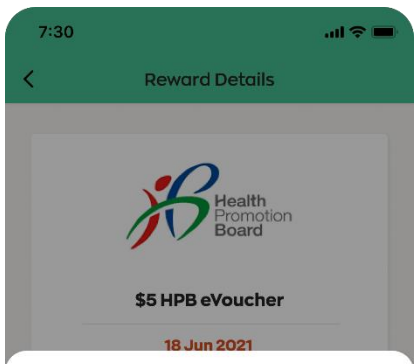
Present the eVoucher to the cashier to scan  
Toggle between “voucher barcode” or “QR code” as advised by the merchant



# Using HPB eVoucher: In-Store Purchase

## Step 10:

Tap on “Completed” when done, and a **Success** message is shown



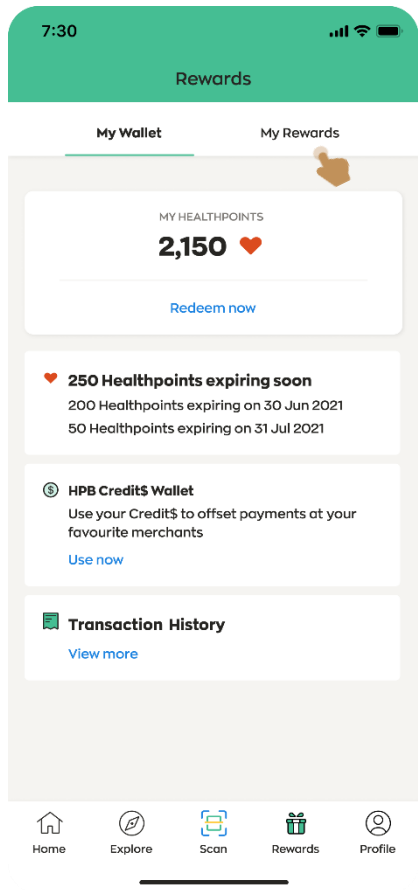
### Success!

You have used \$5 HPB voucher.

[Go to My Rewards](#)

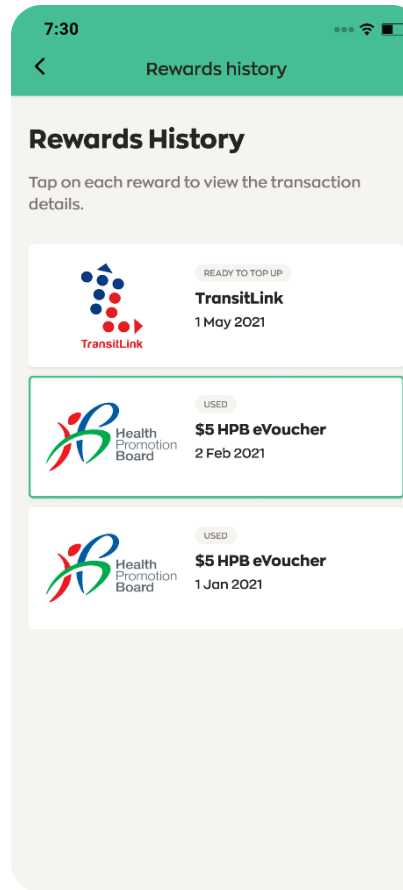
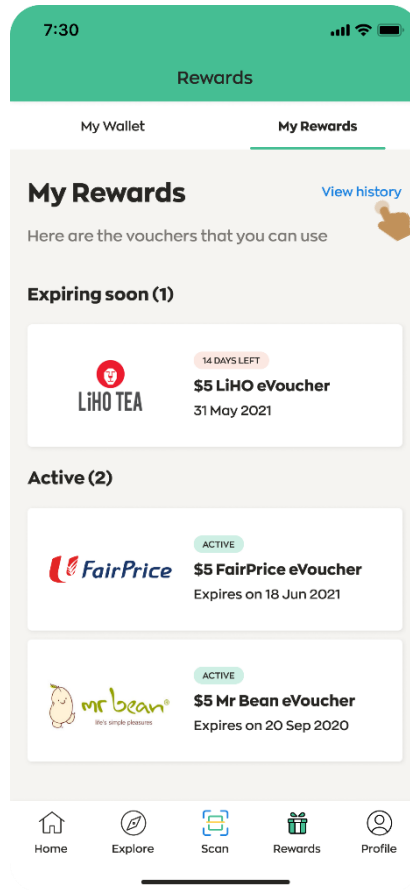
## Step 11:

To view the eVoucher used, navigate to “Rewards” icon and tap on “My Rewards” tab



## Step 12:

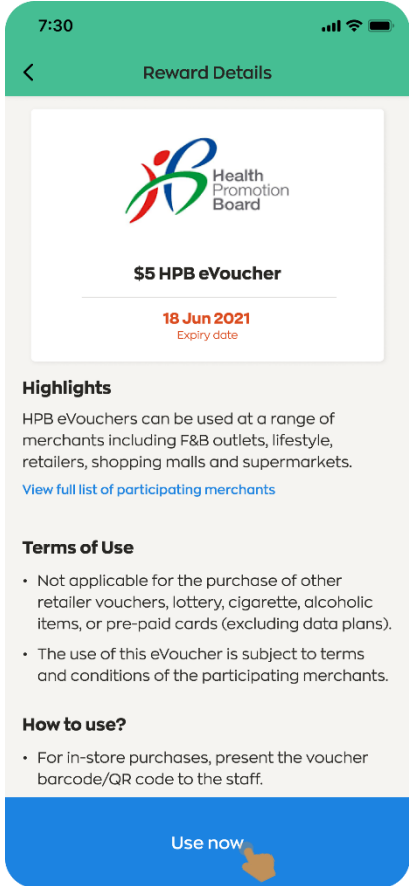
Tap on “View history” to view the transaction details



# Using HPB eVoucher: Online Merchant App/Web

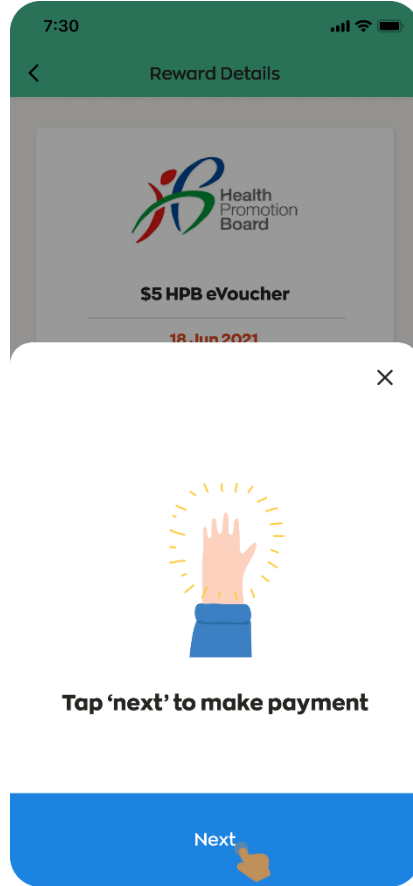
## Step 1:

Tap on “Use now” to proceed when ready to use



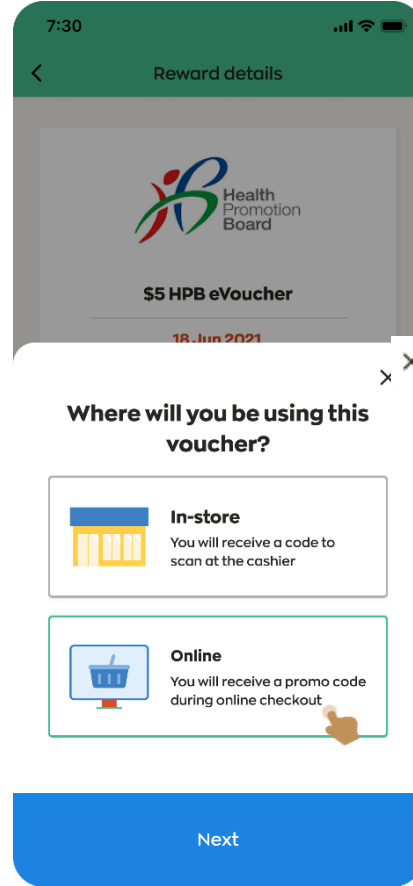
## Step 2:

Tap on “Next” to confirm to use the eVoucher



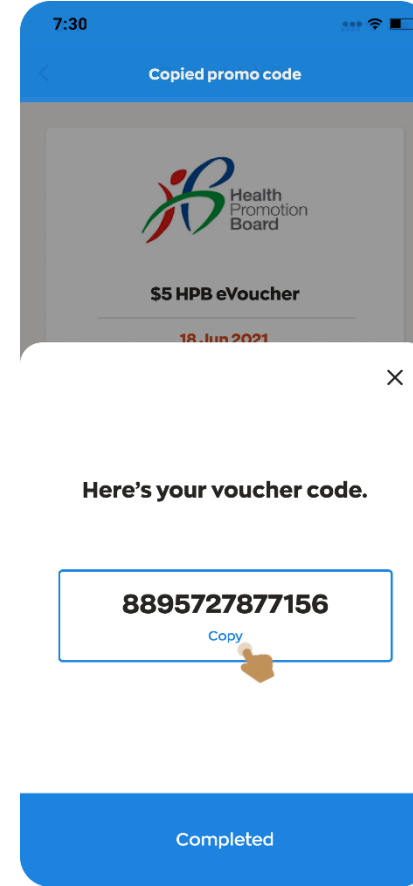
## Step 3:

Tap on “Online” option to retrieve a eVoucher code



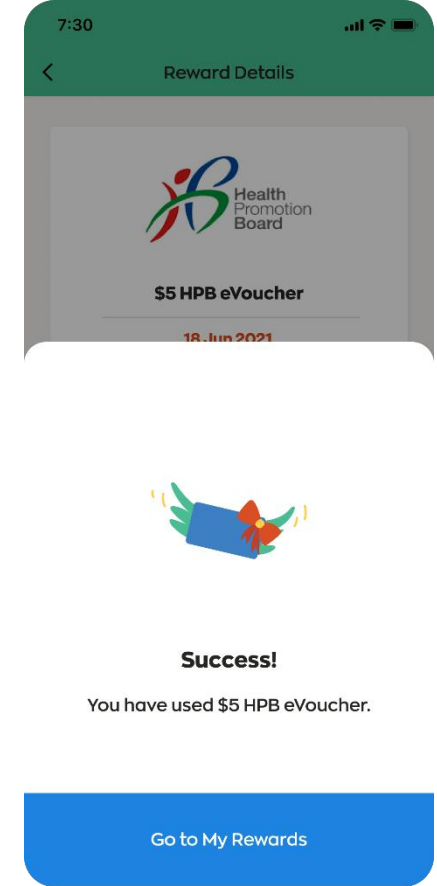
## Step 4:

“Copy” the eVoucher code shown on the screen; and paste the code in the online merchant’s app/web platform



## Step 5:

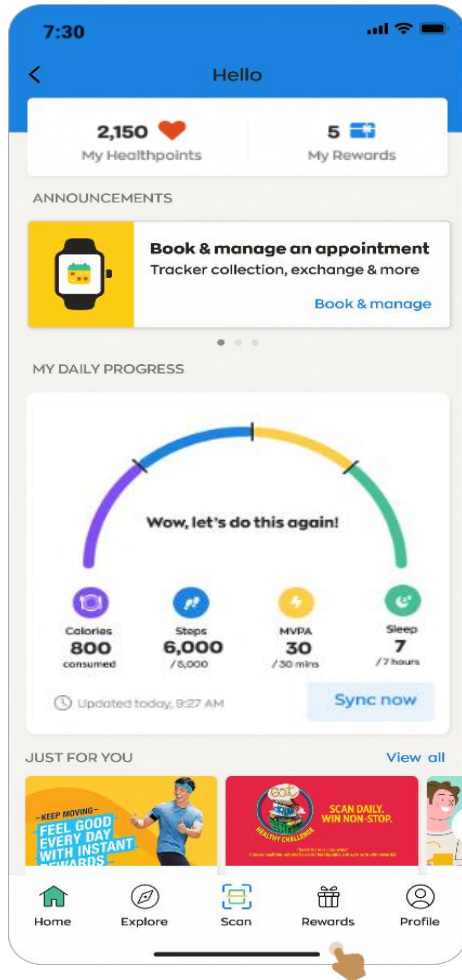
Tap on “Completed” when done, and a Success message is shown



# Using HPB Credit\$

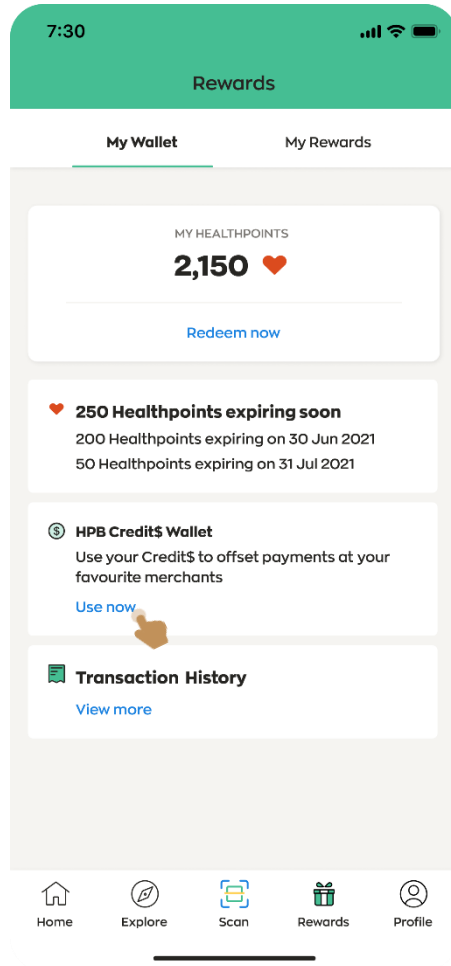
## Step 1:

Tap on the “Rewards” icon shown at the bottom banner



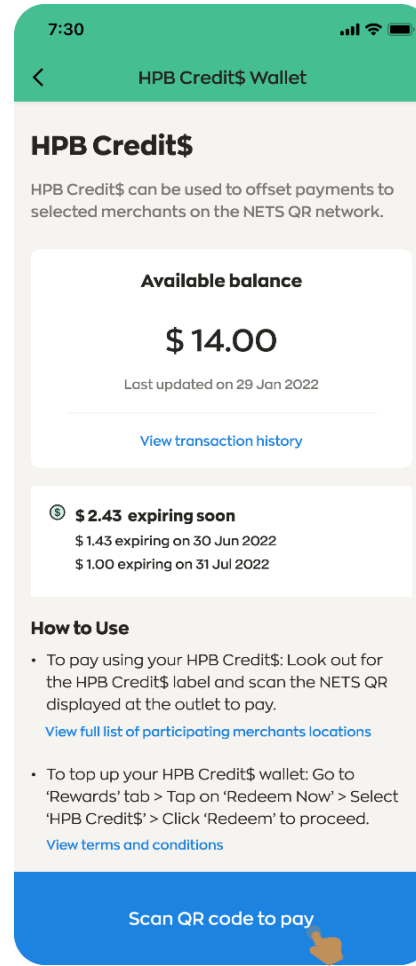
## Step 2:

Tap on “Use now” under “HPB Credit\$ Wallet”



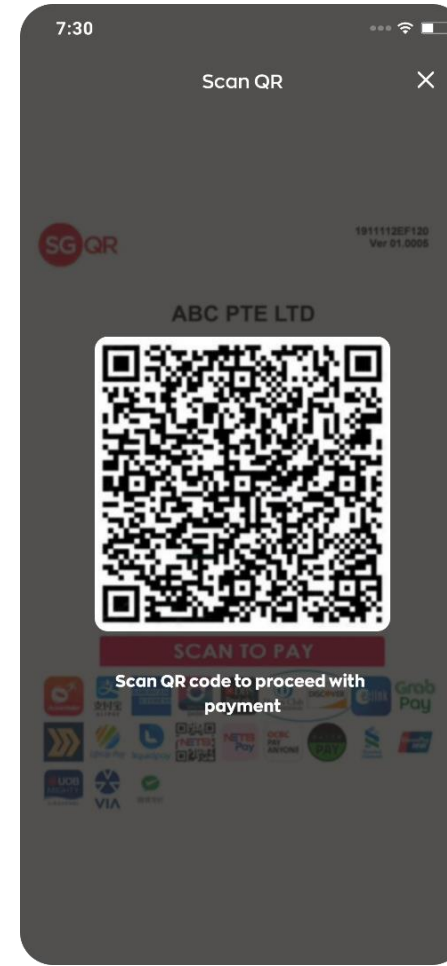
## Step 3:

Tap on “Scan QR code to pay”



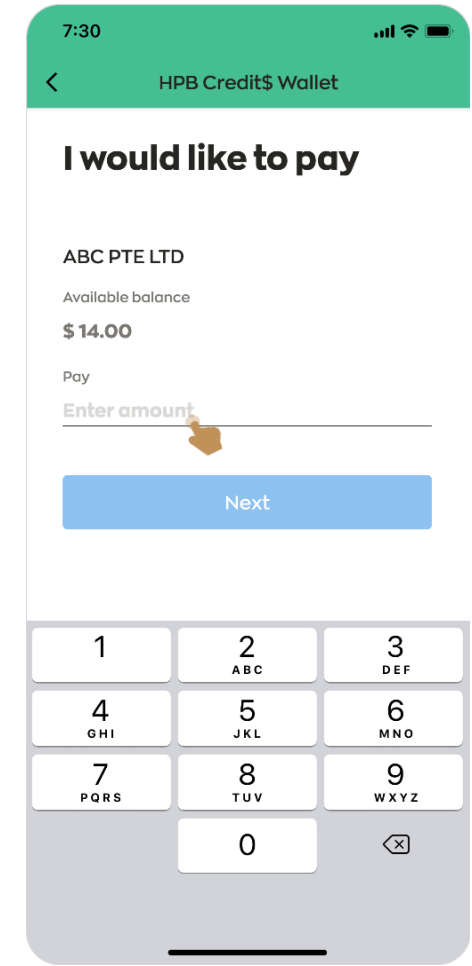
## Step 4:

Scan the SG QR or NETS QR displayed at the stall front



## Step 5:

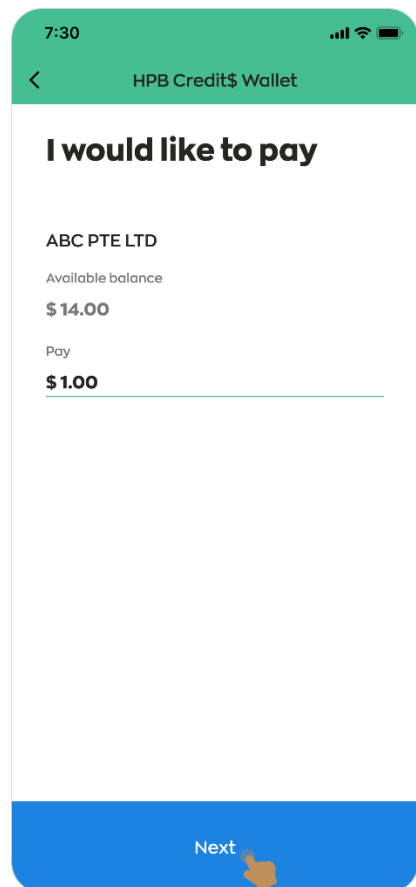
Type the amount you would like to pay for



# Using HPB Credit\$

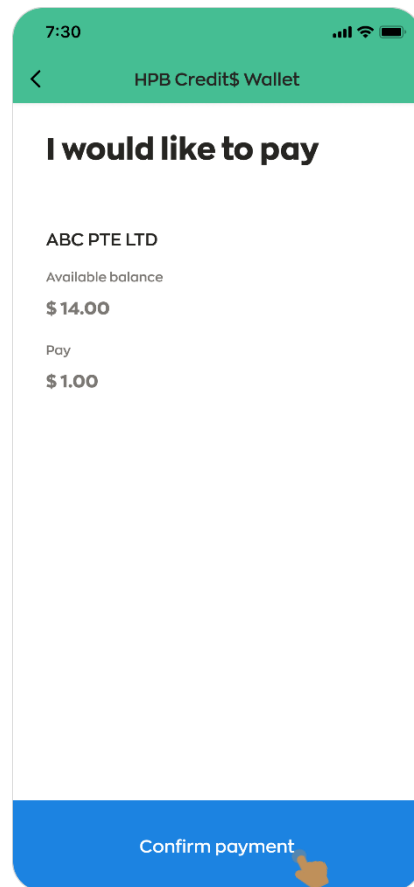
## Step 6:

Tap on “Next” to proceed when ready to pay



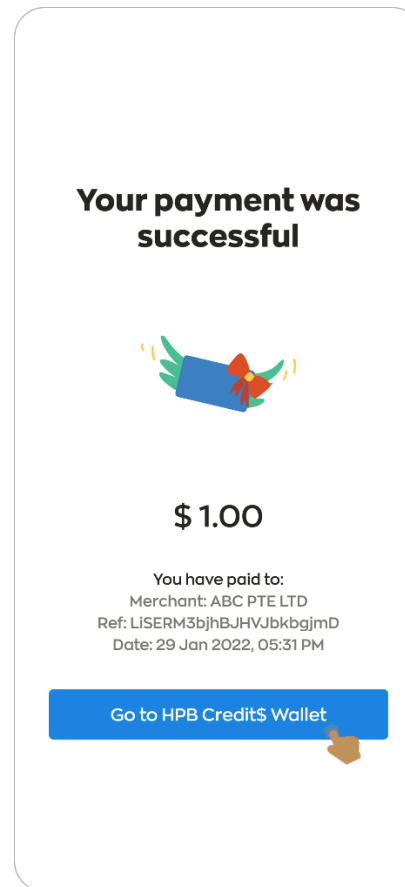
## Step 7:

Tap on “Confirm payment” to proceed with payment



## Step 8:

Upon successful payment, a **Your payment was successful** message is shown. Tap on “Go to HPB Credit\$ Wallet” to view transaction history and balance





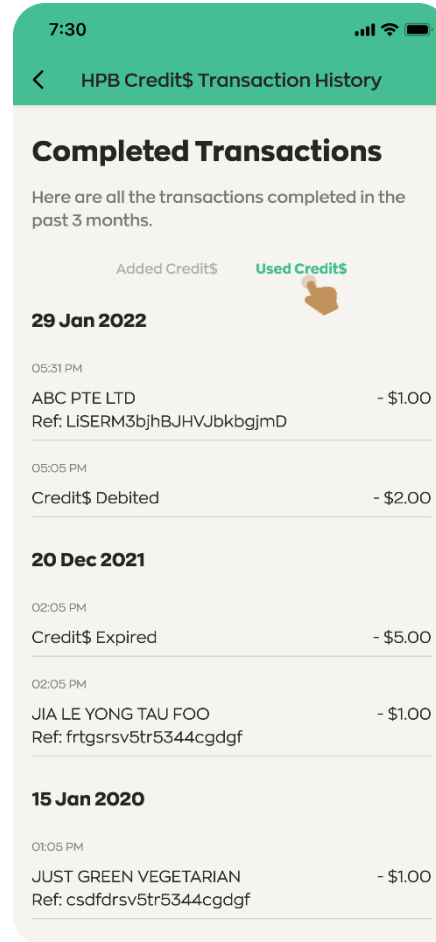
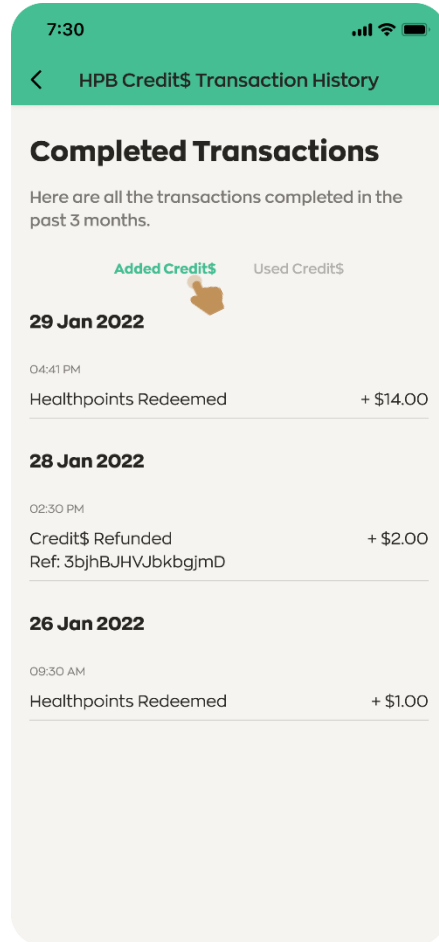
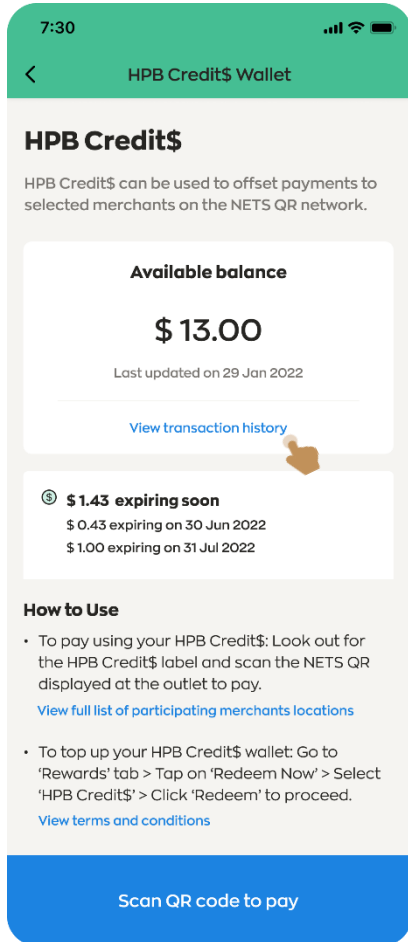
# Viewing HPB Credit\$ Wallet Summary & Transaction History

## Step 1:

Tap on “View transaction history” to view the transaction details

## Step 2:

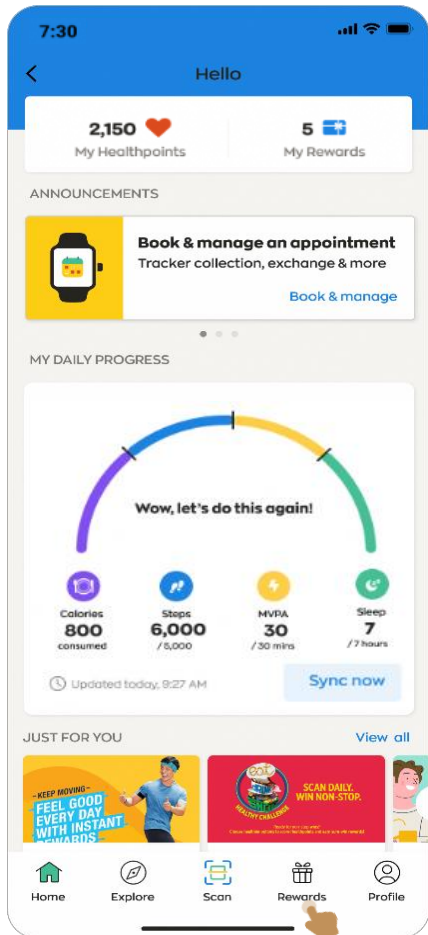
Under “Added Credits\$” > details of Credit\$ added into wallet  
Under “Used Credit\$” > details of Credit\$ utilised



# Claiming a HPB eVoucher Code

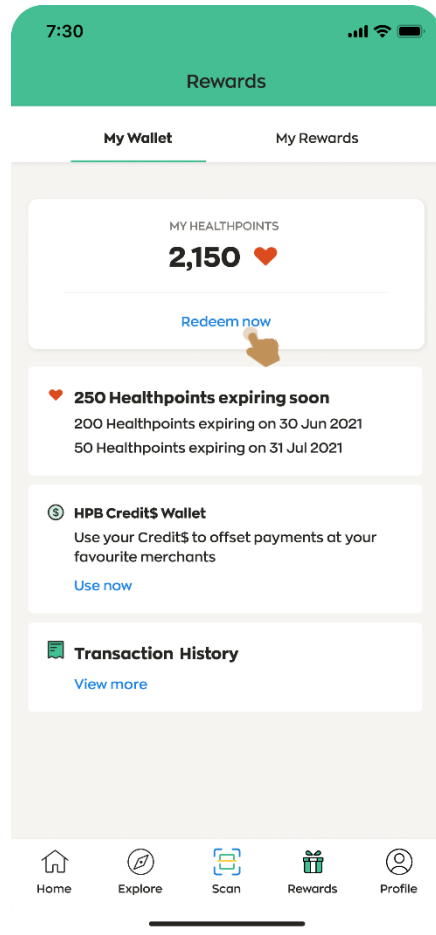
## Step 1:

Tap on the “Rewards” icon shown at the bottom banner



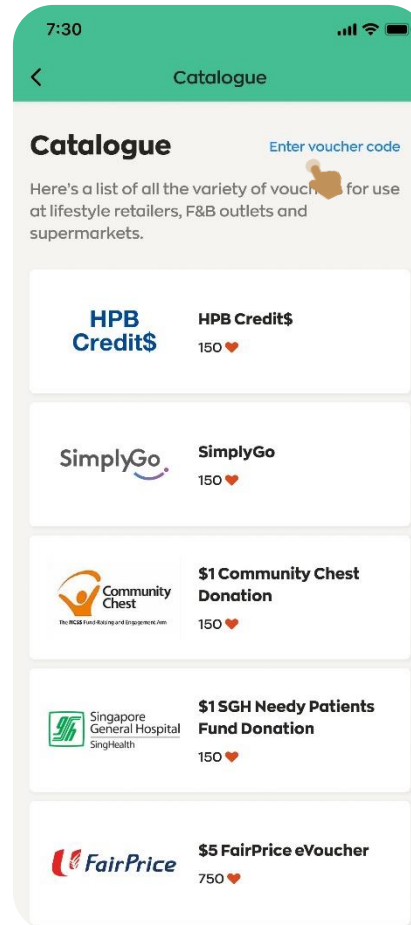
## Step 2:

Tap on “Redeem Now”



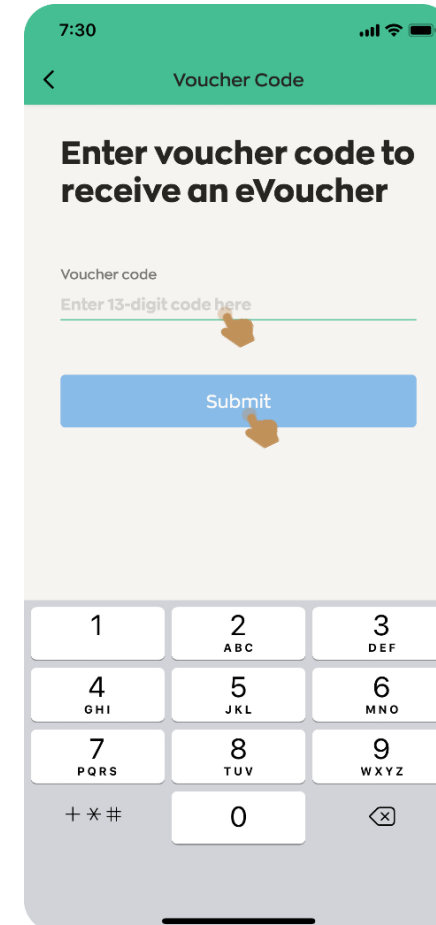
## Step 3:

Tap on “Enter voucher code”



## Step 4:

Type in the 13-digit voucher code received, and tap on “Submit”



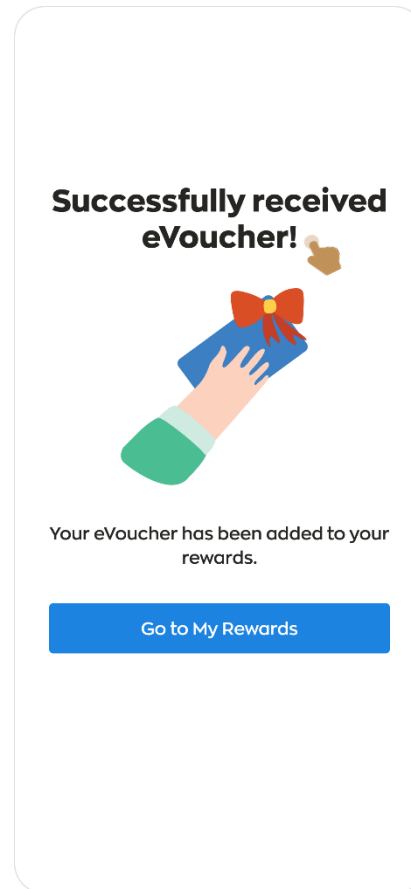
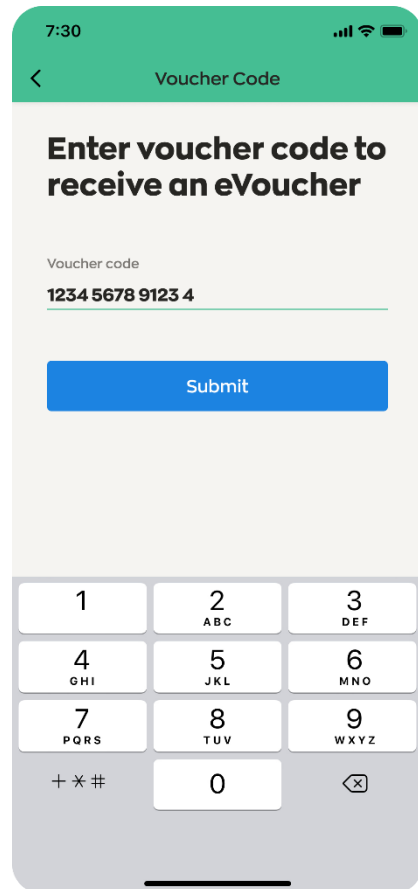
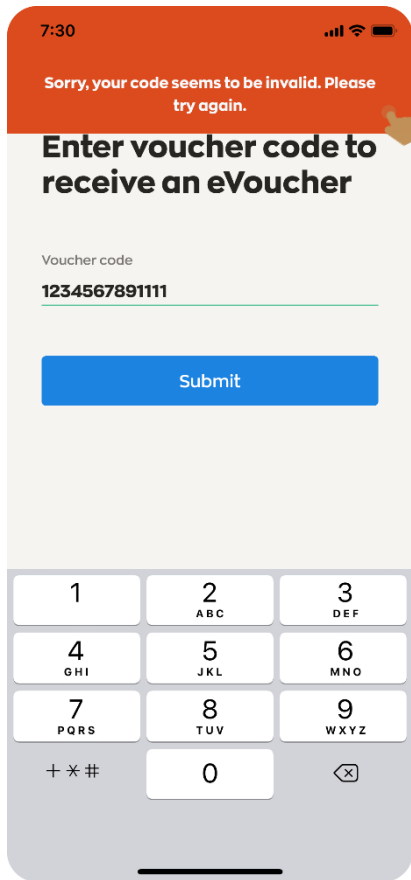
# Claiming a HPB eVoucher Code

## Step 5:

Upon submitting, message prompts a success / unsuccessful redemption

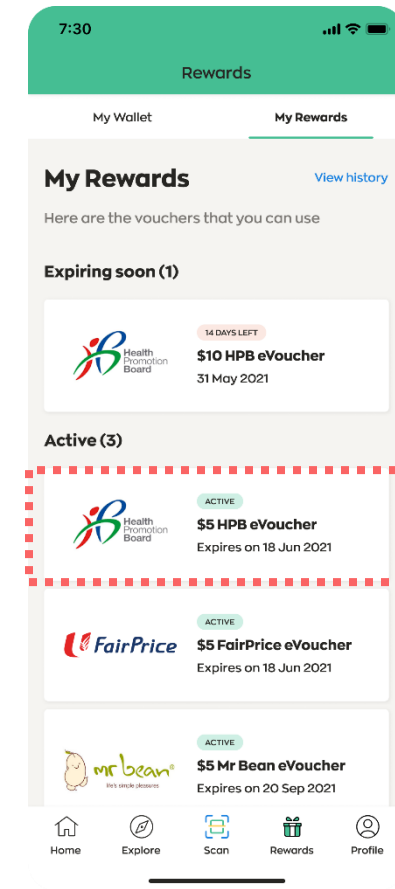
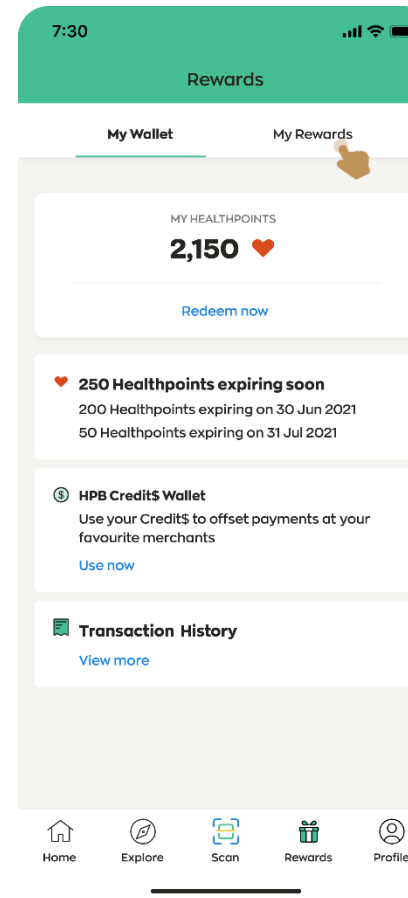
If valid, **Redemption Successful** message is shown

If invalid, **Redemption Unsuccessful** message is shown



## Step 6:

Navigate to “**Rewards**” icon and tap on “**My Rewards**” to view the eVoucher received



**Start your healthy journey with us today and be rewarded.**

