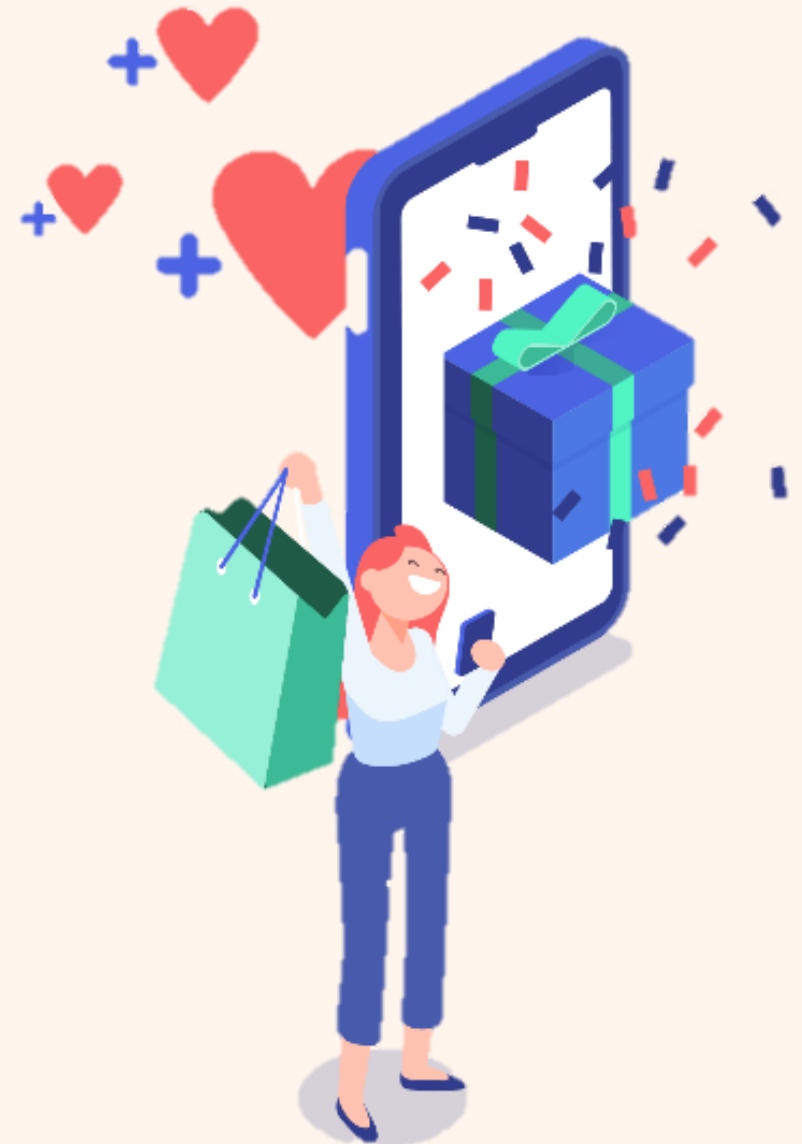


HPB Rewards Programme

Healthpoints. Rewards. HPB eVouchers.

Step by Step Guide for Rewards

Version: 1 October 2024



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General Guidelines

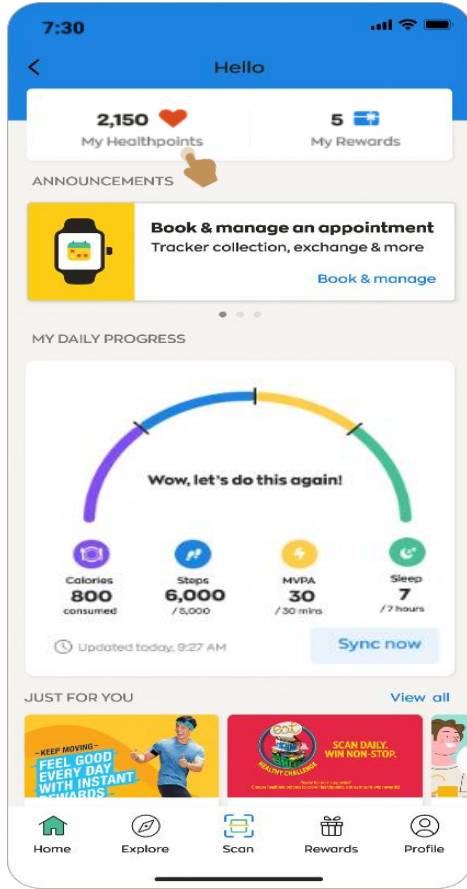
- a) Follow the on-screen instructions to redeem Healthpoints (HP) for rewards and use eVouchers.
- b) For redemption of SimplyGo eVoucher, you will require a minimum of 150HP. Once redeemed, you would be required to proceed to the nearest SimplyGo Ticketing Office or Kiosk located at MRT stations/bus 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

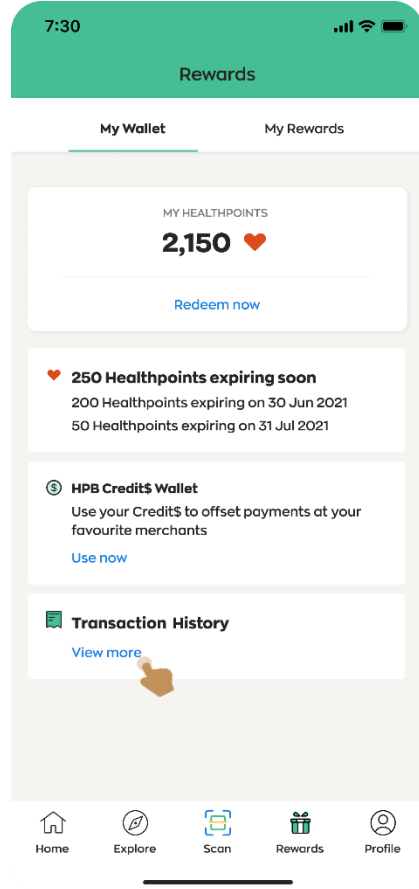
Step 1:

Tap on “My Healthpoints” to redeem rewards



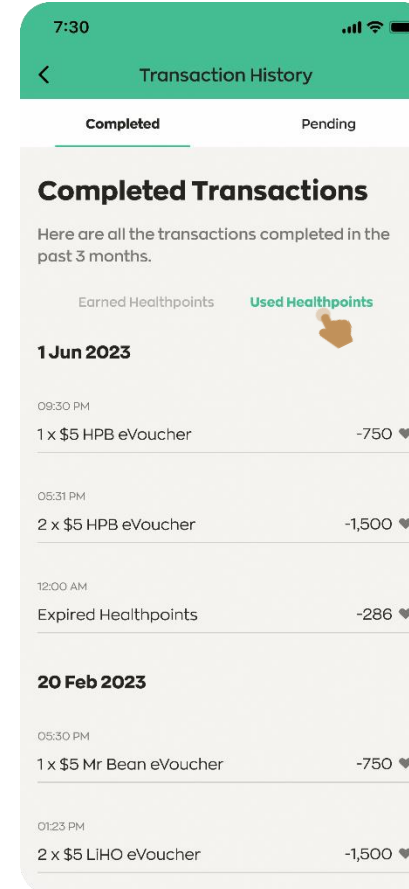
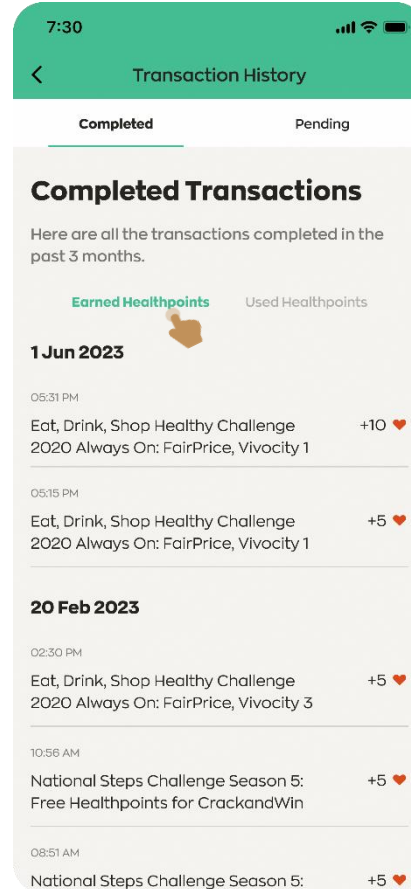
Step 2:

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



Step 3:

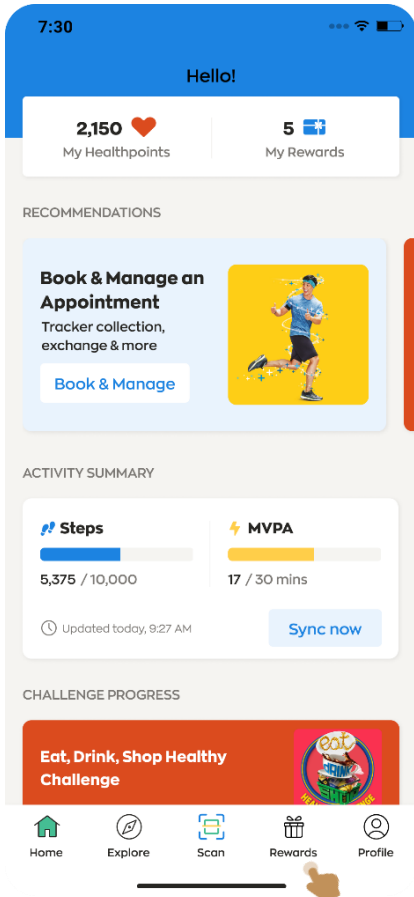
Under “Completed Transactions” > details of HP awarded and used
Under “Transactions pending” > details of HP pending to be credited



Redeeming Healthpoints on Healthy 365 app: SimplyGo eVoucher

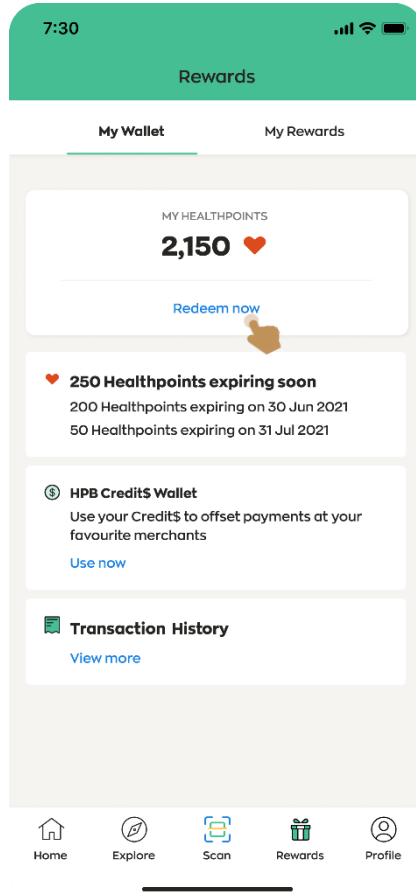
Step 1:

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



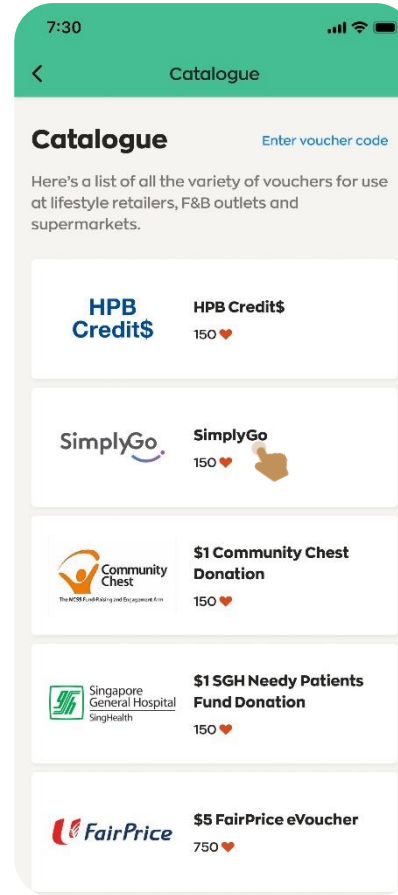
Step 2:

Tap on “Redeem now”



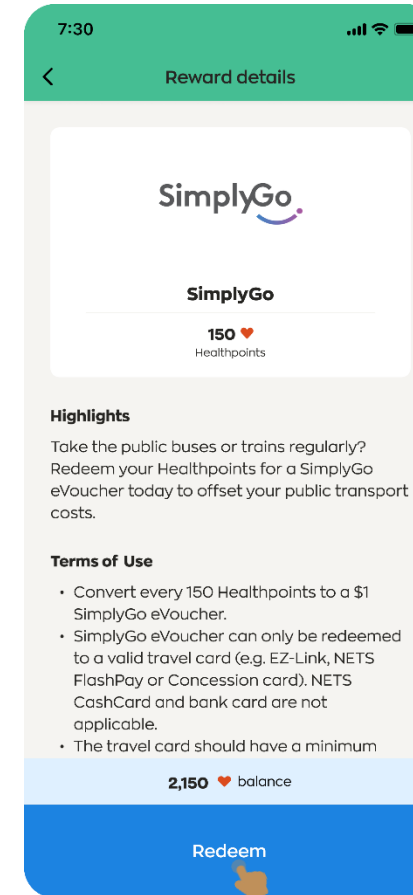
Step 3:

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



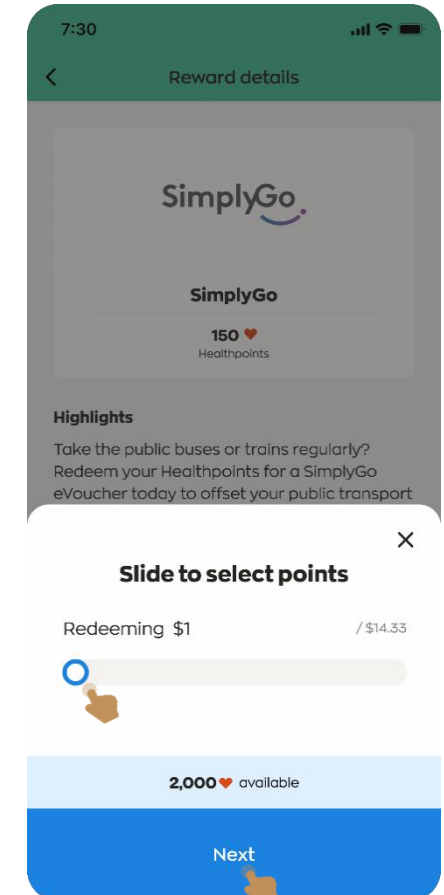
Step 4:

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”

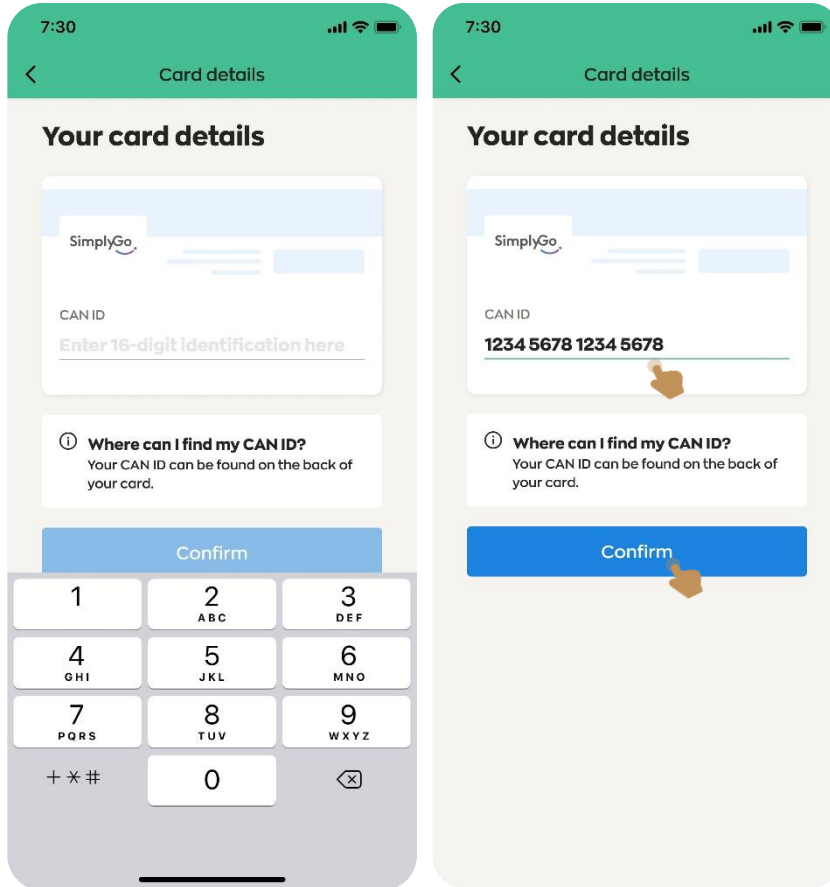


Redeeming Healthpoints on Healthy 365 app: SimplyGo eVoucher

Step 6:

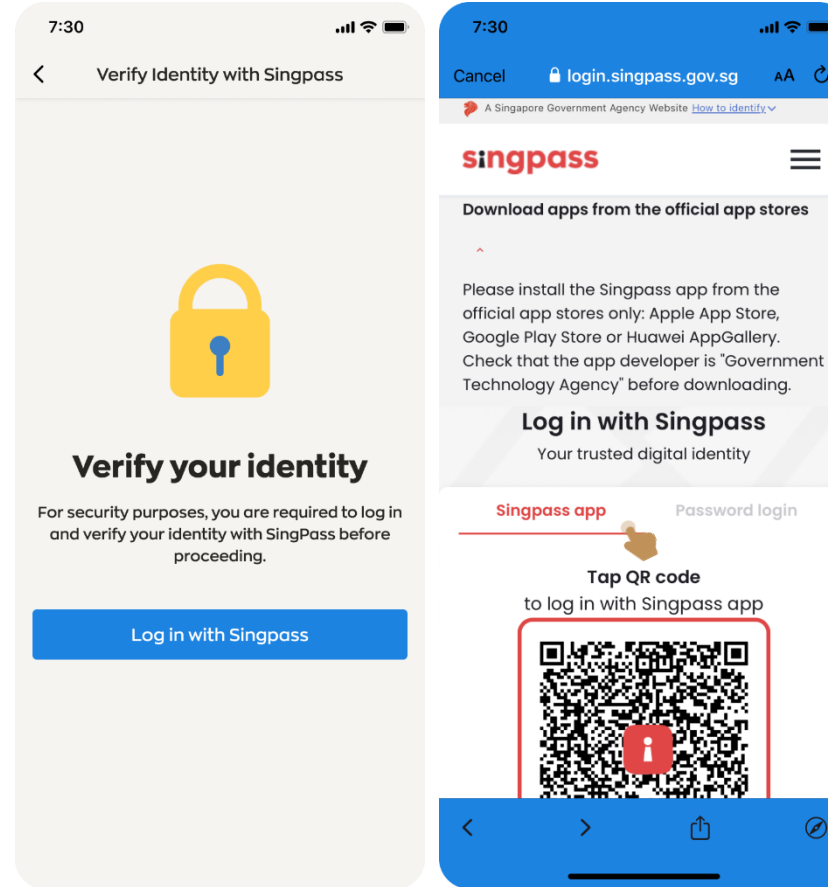
Enter a valid Travel Card CAN ID number and tap on “**Confirm**” to proceed

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



Step 7:

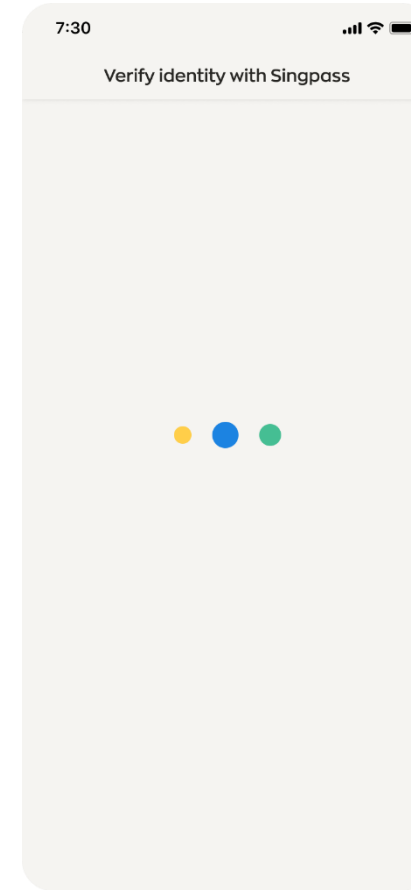
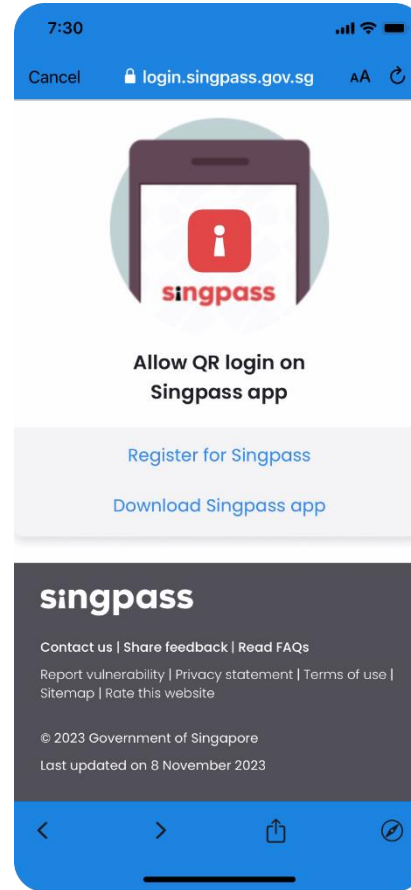
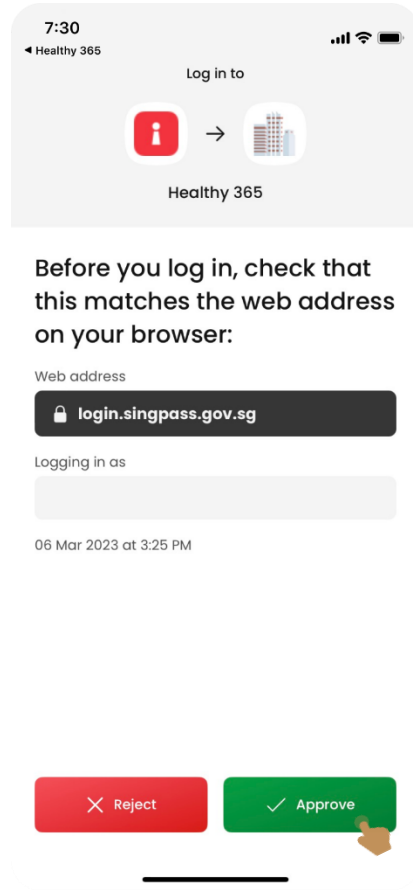
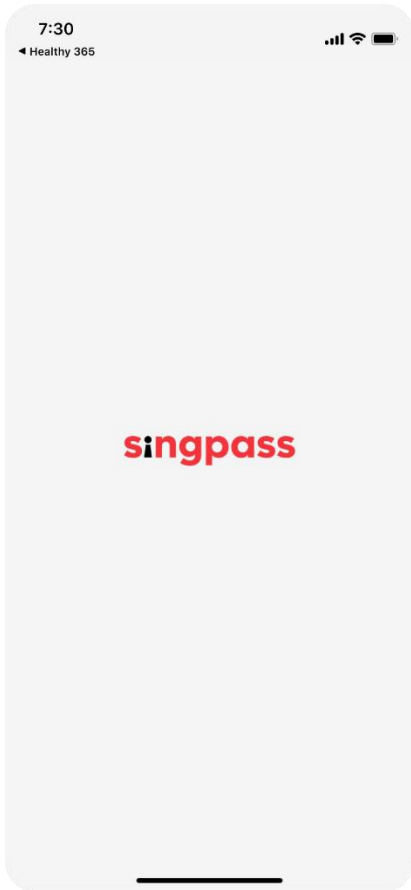
If you are keying in your Travel Card CAN ID for the first time or changing your CAN ID, you will be prompted for verification with SingPass. You may verify your identity using the 'Singpass app' or 'Password login'.



Redeeming Healthpoints on Healthy 365 app: SimplyGo eVoucher

Step 8a:

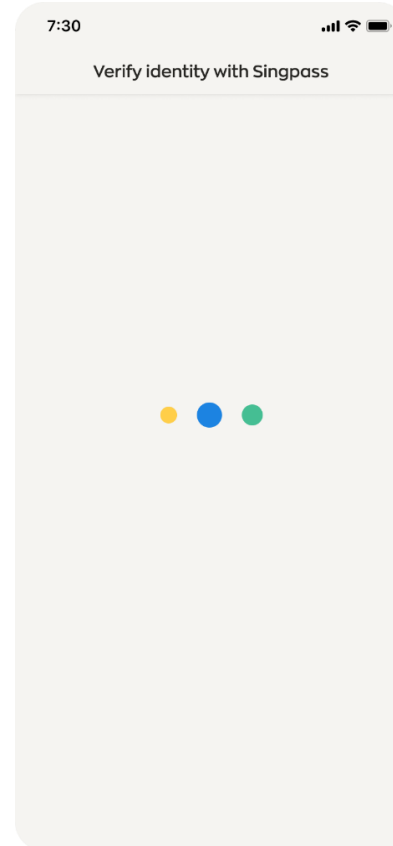
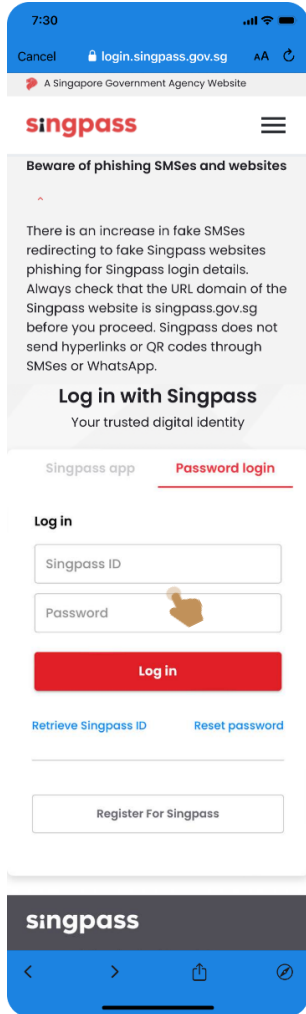
If you select 'Singpass app' in Step 7, verify your identity by tapping “Approve”
(H365 will check if there is a match in the NRIC between H365 app and Singpass app.)



Redeeming Healthpoints on Healthy 365 app: SimplyGo eVoucher

Step 8b:

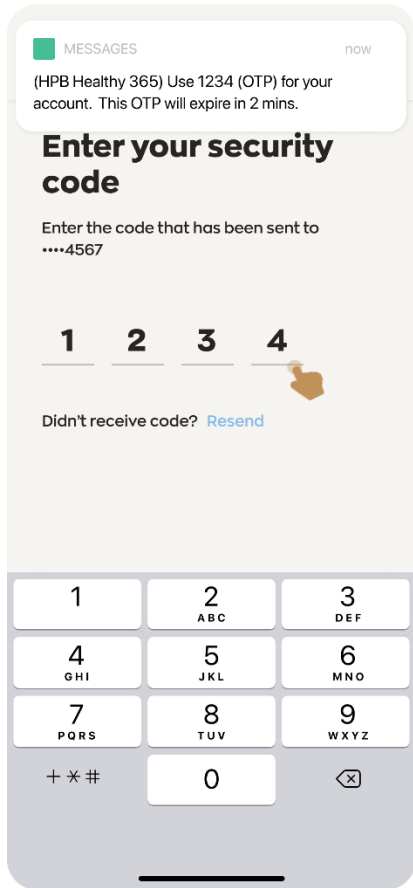
If you select 'Password login' in Step 7, verify your identity by keying in your "Singpass ID" and "Password", and the Singpass OTP sent to your Singpass registered mobile number.



Redeeming Healthpoints on Healthy 365 app: SimplyGo eVoucher

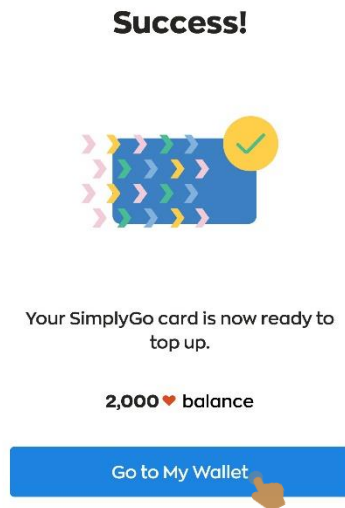
Step 9:

Type the OTP number sent to your registered mobile number



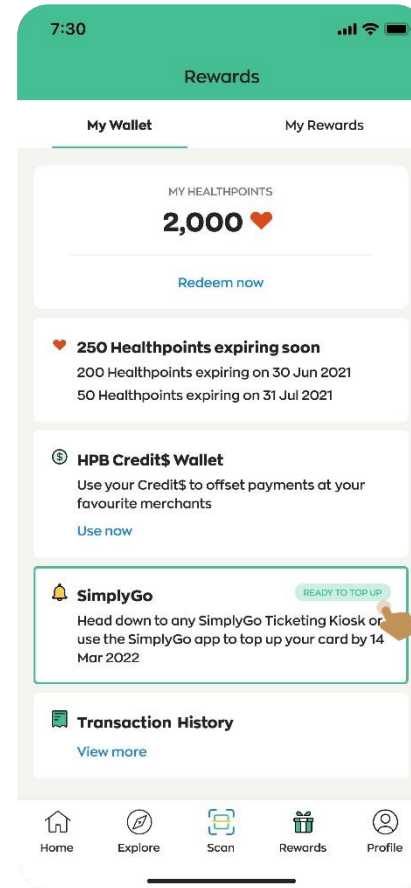
Step 10:

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: No valid pass found.
- Voucher Selection:** A pop-up window titled "Select the voucher that you wish to redeem" shows options: Health Promotion Board Rewards (highlighted with a red box), Merdeka Concession Top-up, Public Transport Voucher, Transport Voucher, and Travel Credits.
- 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. A "Redeem All" button is highlighted with a red box.
- 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.

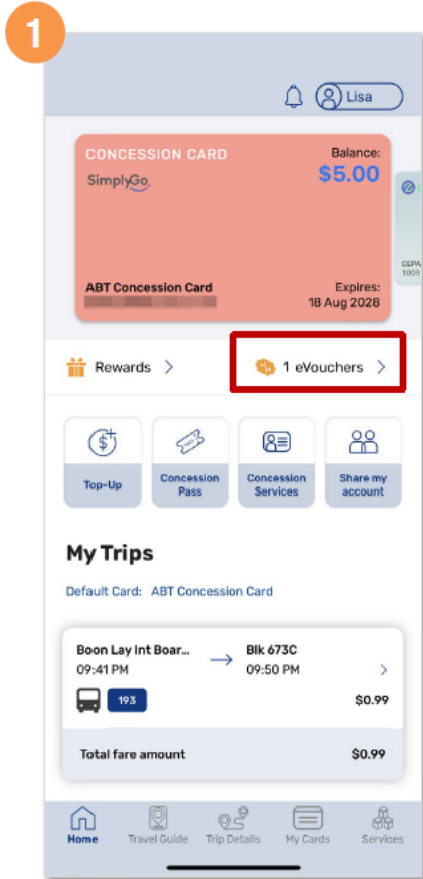
Top-Up Kiosk / Assisted Service Kiosk

The screenshots show the following steps in the SimplyGo app:

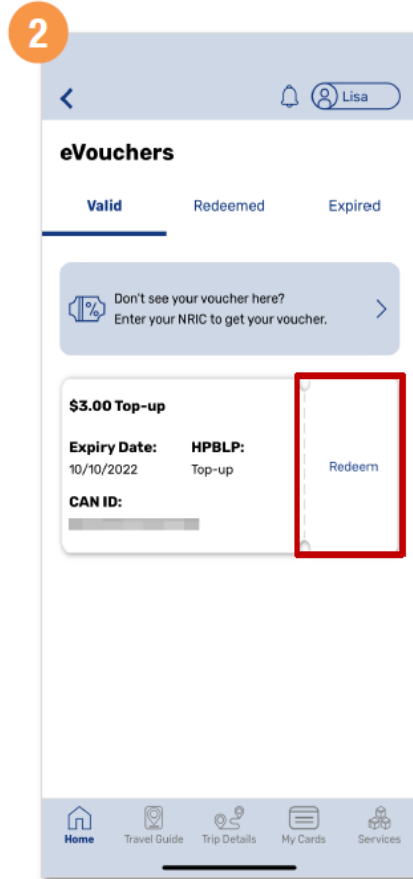
- Select card options:** Shows a card with a value of \$10.65. The "Vouchers & Rewards" option is highlighted with a red box.
- Select voucher:** Shows a list of \$10 HPB vouchers. A "Confirm" button is highlighted with a red box.
- Confirmation:** Shows a successful top-up with a new value of \$40.65.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

Using SimplyGo eVoucher

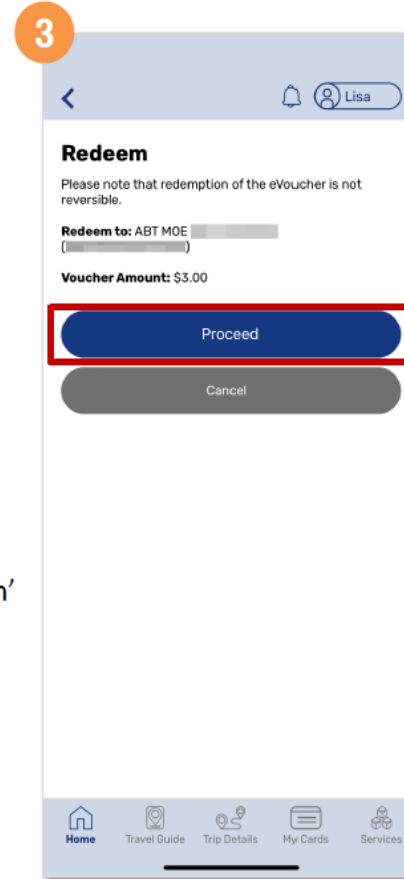
SimplyGo app (for SimplyGo Concession and SimplyGo EZ-Link cards only)



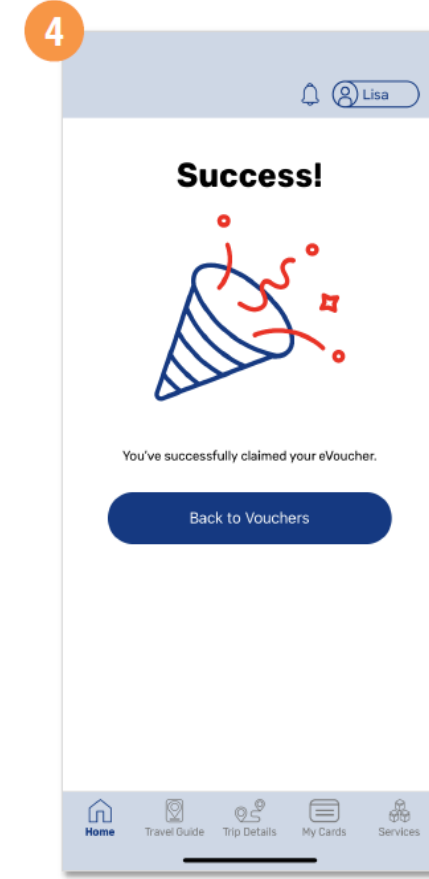
Tap
'eVouchers'



Tap 'Redeem'



Then tap
'Proceed'

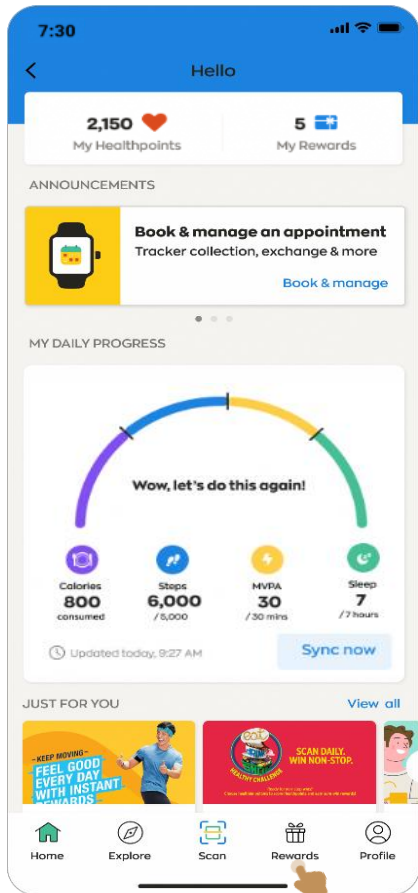


You have
successfully
redeemed your
eVoucher

Redeeming Healthpoints on Healthy 365 app: Charity Donation

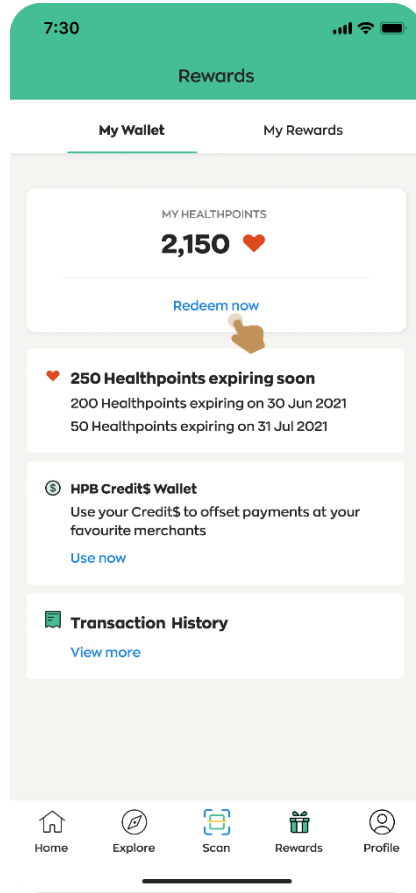
Step 1:

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



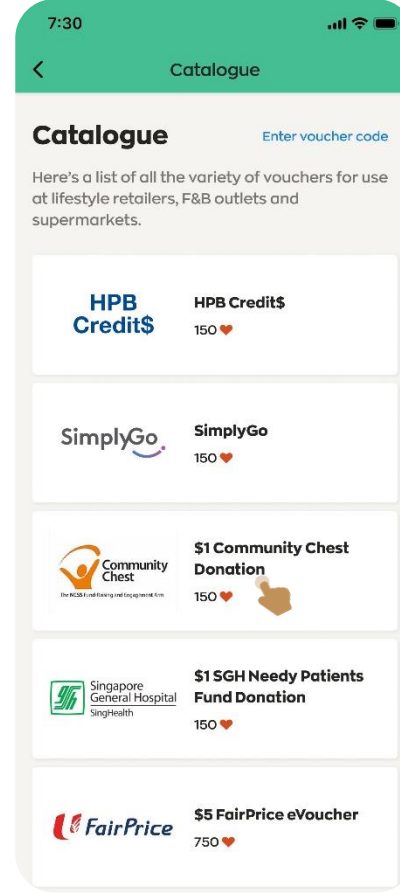
Step 2:

Tap on “Redeem now”



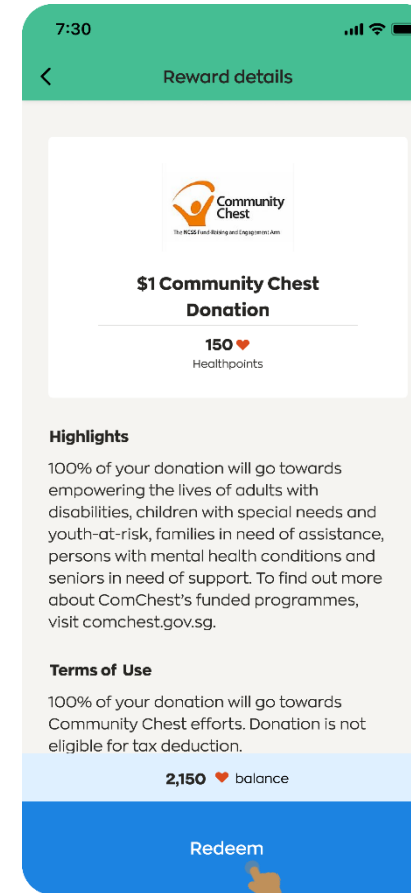
Step 3:

Select your choice of charity



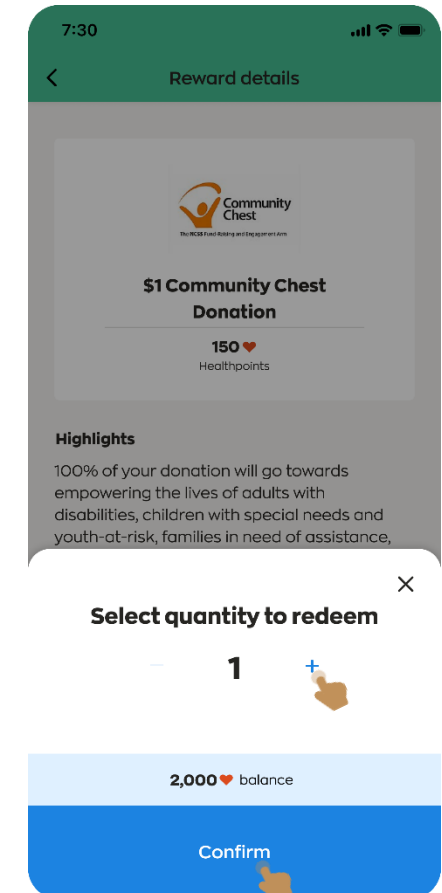
Step 4:

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



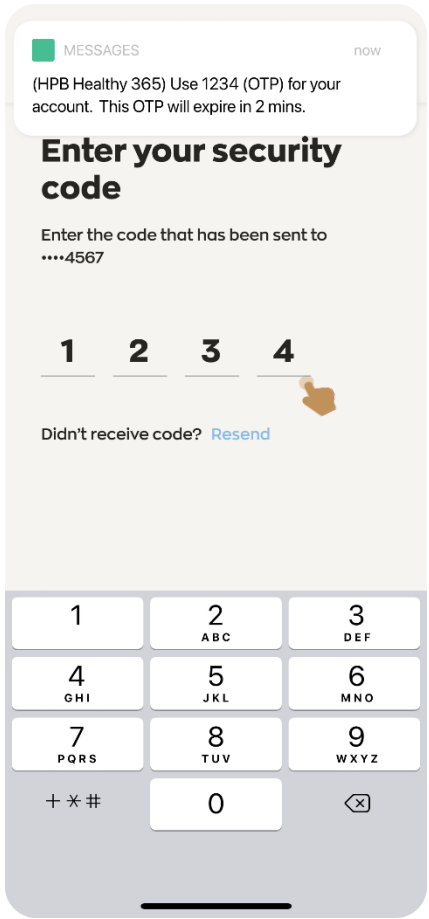
Step 5:

Select quantity to redeem, then tap on “Confirm”

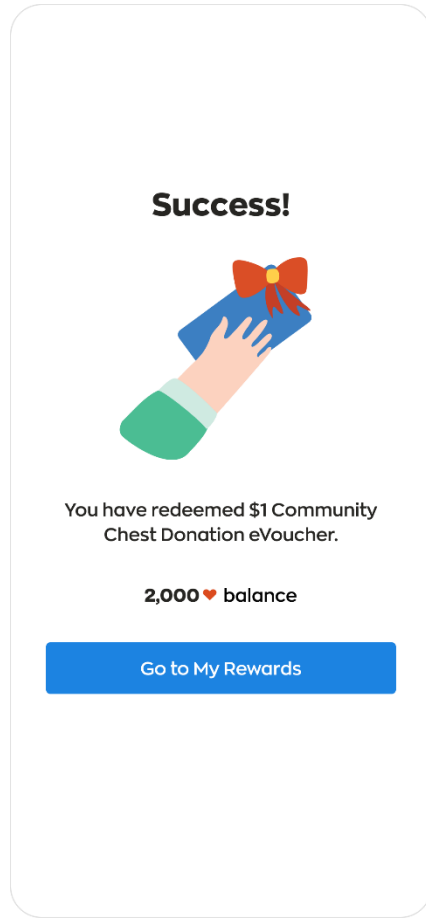


Redeeming Healthpoints on Healthy 365 app: Charity Donation

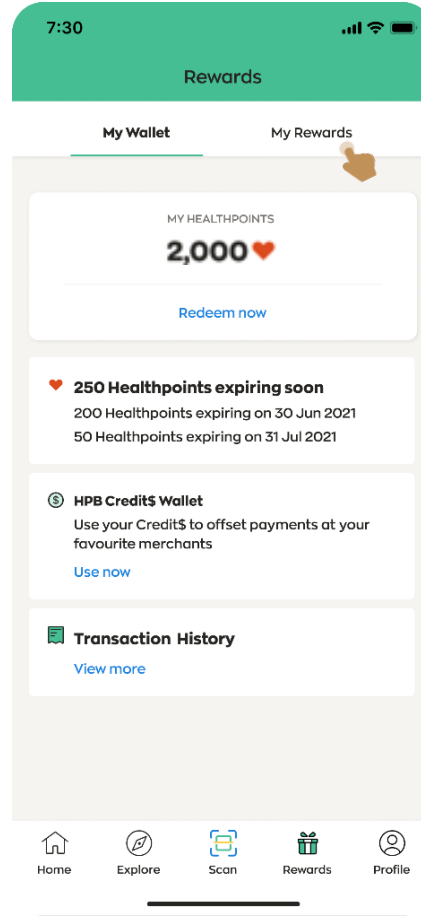
Step 6:
Type in the OTP number sent to your registered mobile number



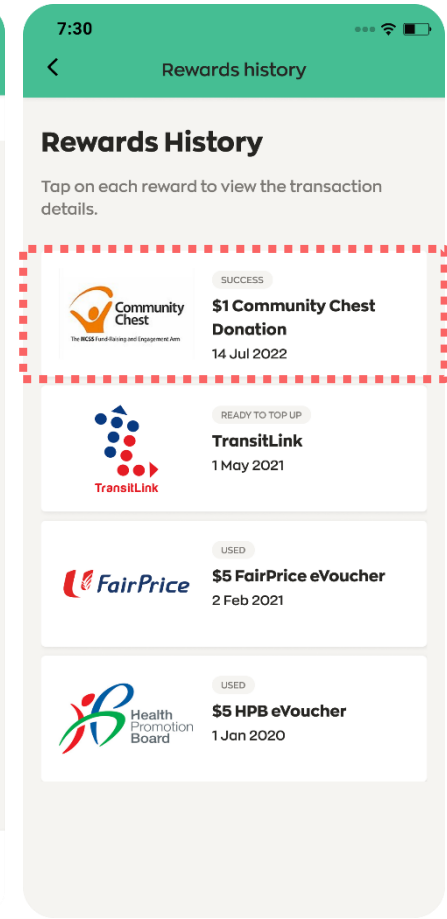
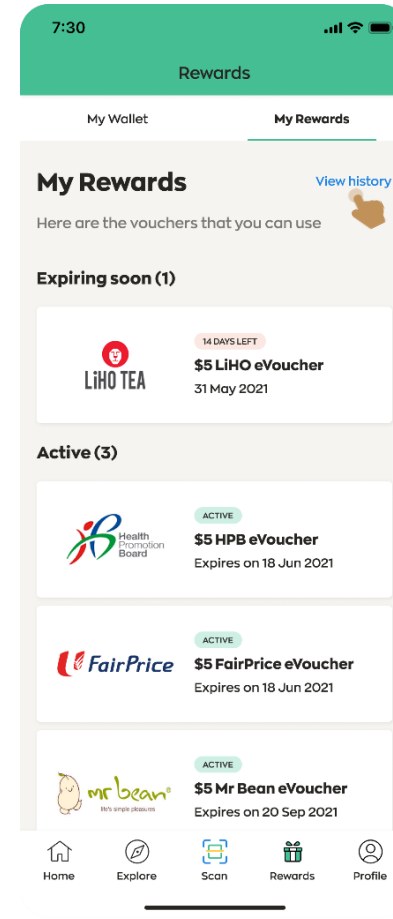
Step 7:
Upon successful redemption, a **Success** message is shown.



Step 8:
To view your redemption history, navigate to **“Rewards”** icon and tap on **“My Rewards”** tab



Step 9:
Tap on **“View history”** to view history of redeemed rewards



Redeeming Healthpoints on Healthy 365 app: HPB eVoucher

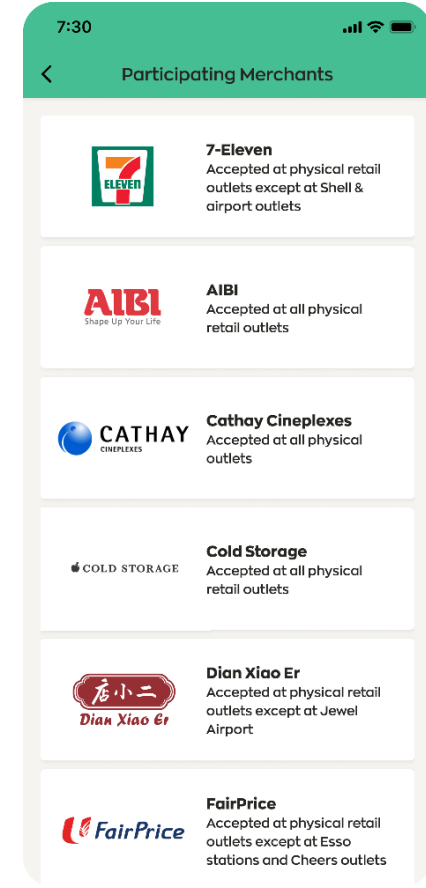
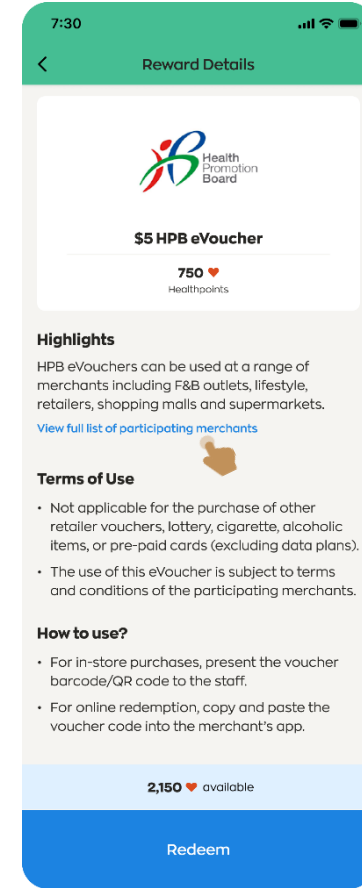
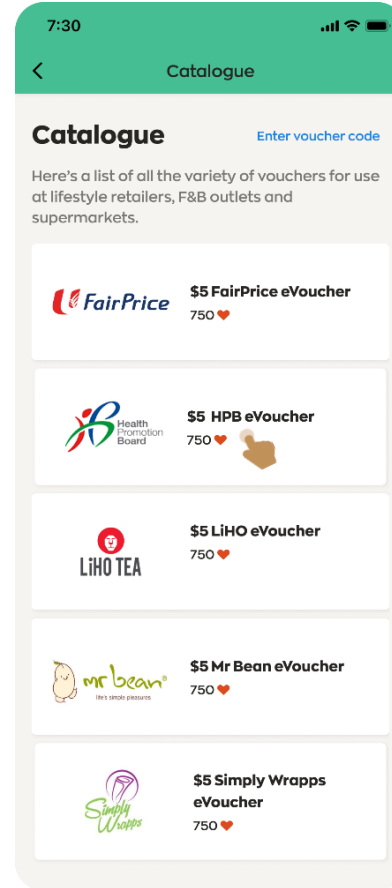
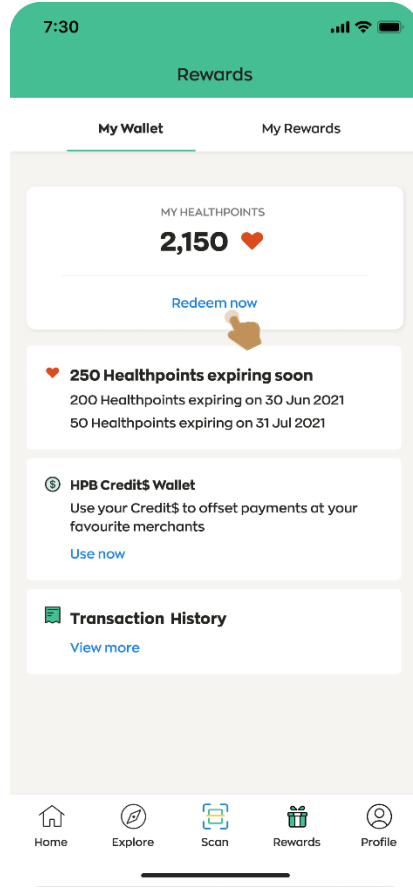
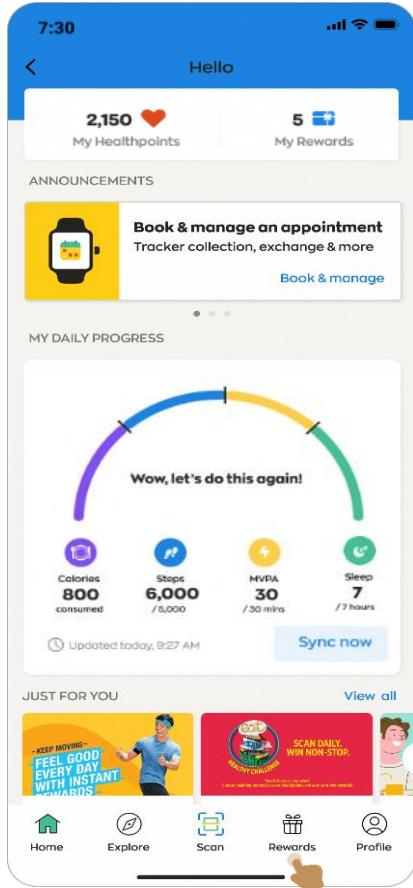
Step 1:
Tap on the “Rewards” icon shown at the bottom banner

Step 2:
Tap on “Redeem now”

Step 3:
Select “\$5 HPB eVoucher” (or \$10 HPB eVoucher)

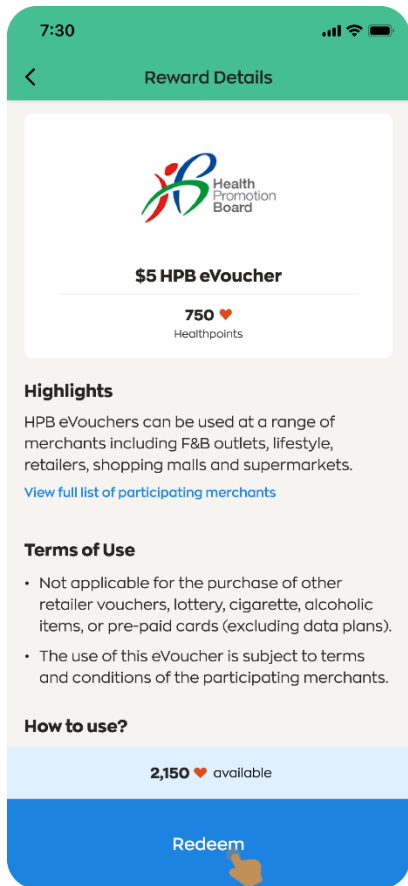
Step 4:
Read through the details and terms of use; and tap on the link to “View full list of participating merchants”

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

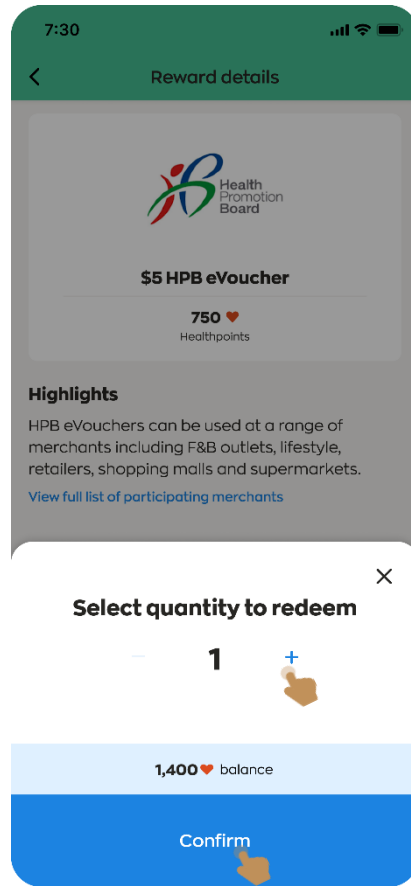


Redeeming Healthpoints on Healthy 365 app: HPB eVoucher

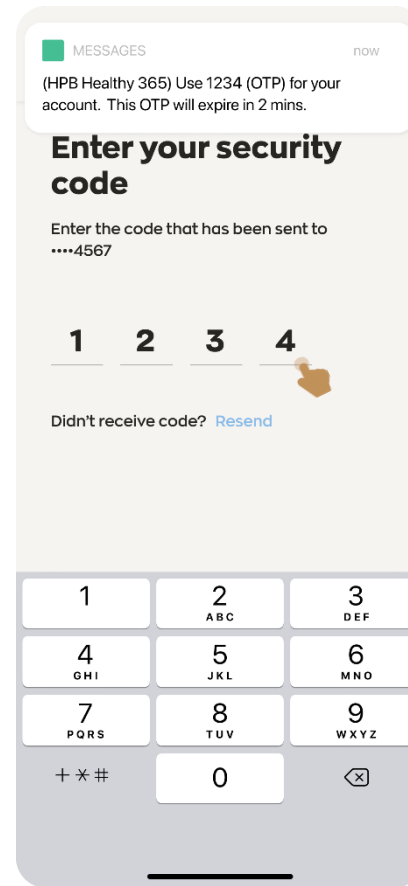
Step 6:
Tap on “Redeem” to proceed



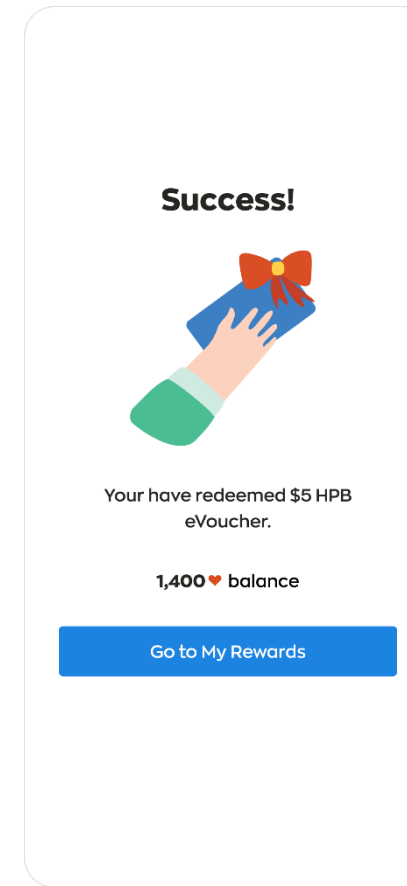
Step 7:
Select quantity to redeem, then tap on “Confirm”



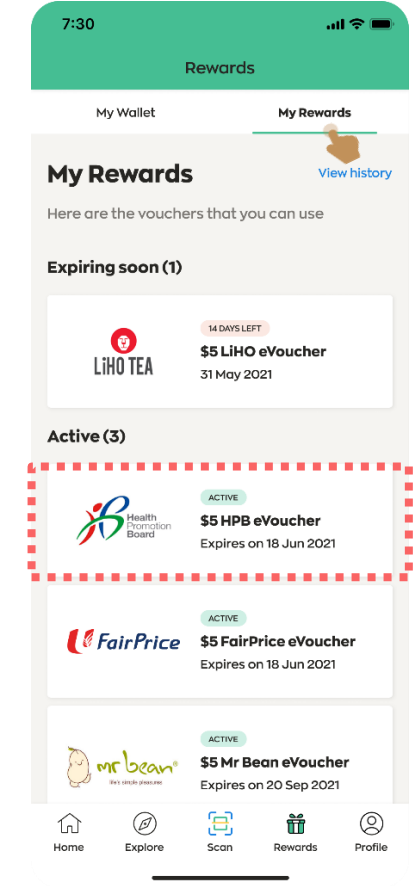
Step 8:
Type in the OTP number sent to your registered mobile number



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



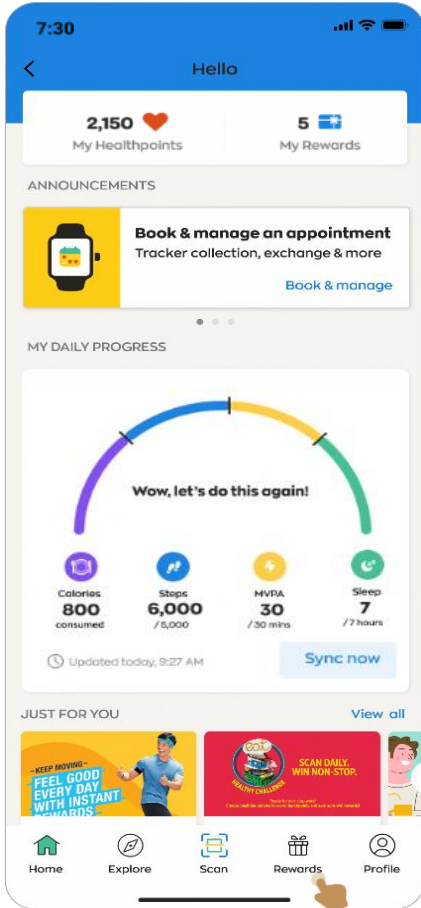
Step 10:
Navigate to “My Rewards” to view your active eVoucher



Redeeming Healthpoints on Healthy 365 app: HPB Credit\$

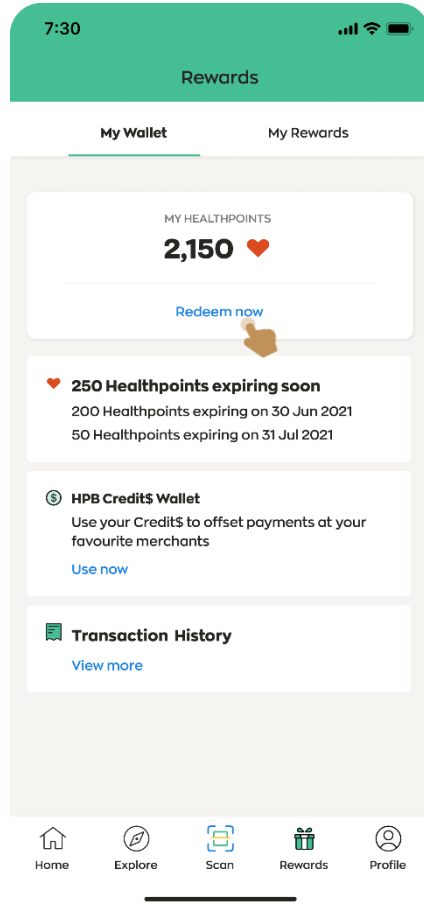
Step 1:

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



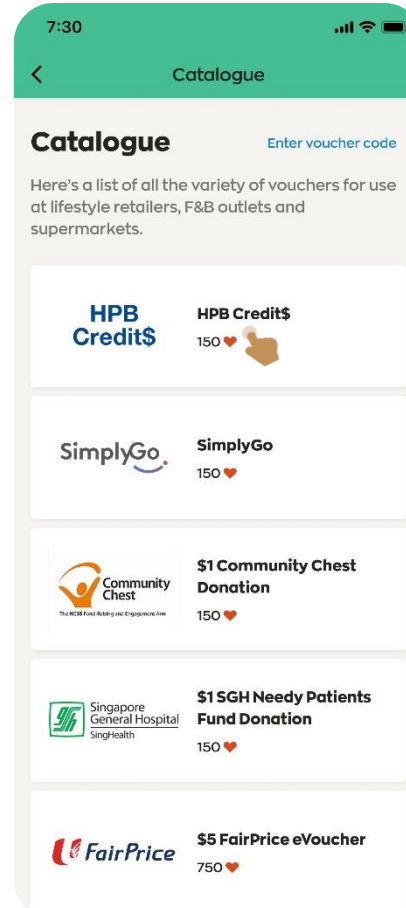
Step 2:

Tap on “Redeem now”



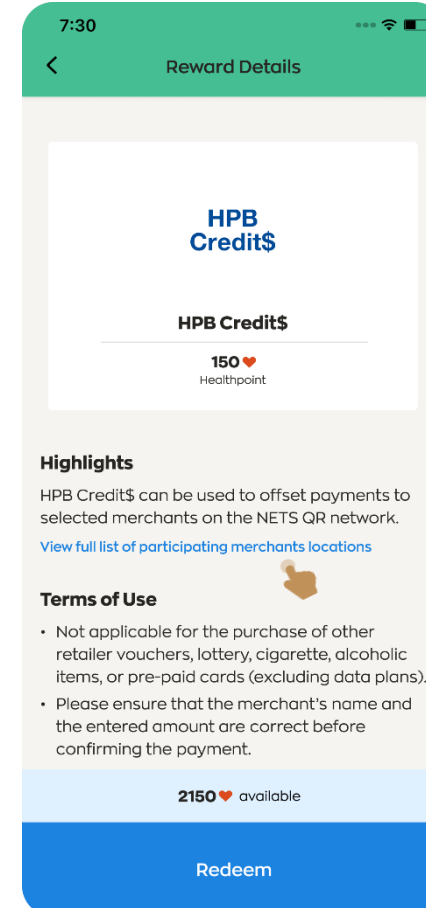
Step 3:

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



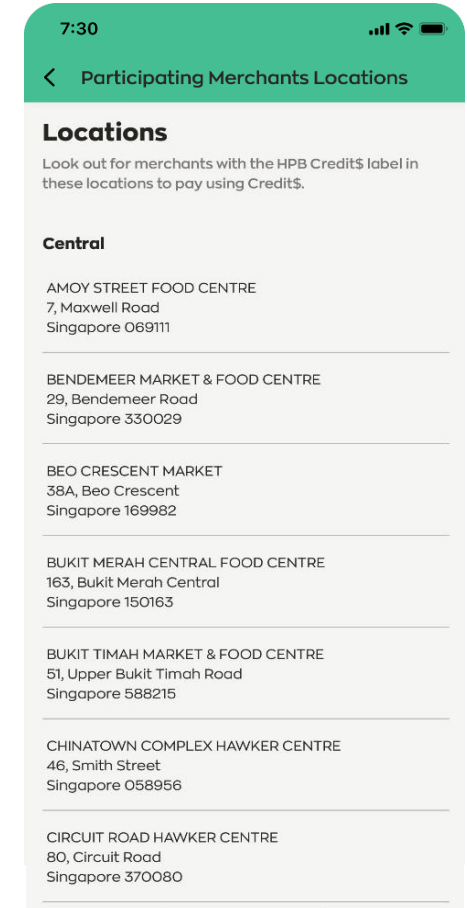
Step 4:

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



Step 5:

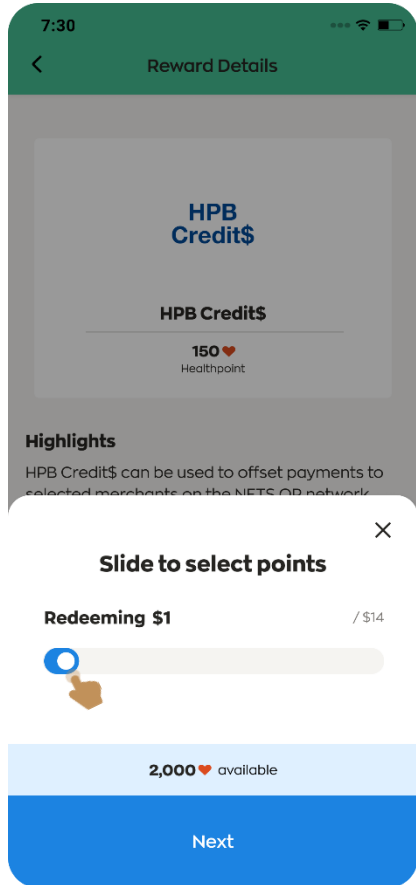
Scroll through the list to see the list of merchant locations accepting HPB Credit\$



Redeeming Healthpoints on Healthy 365 app: HPB Credit\$

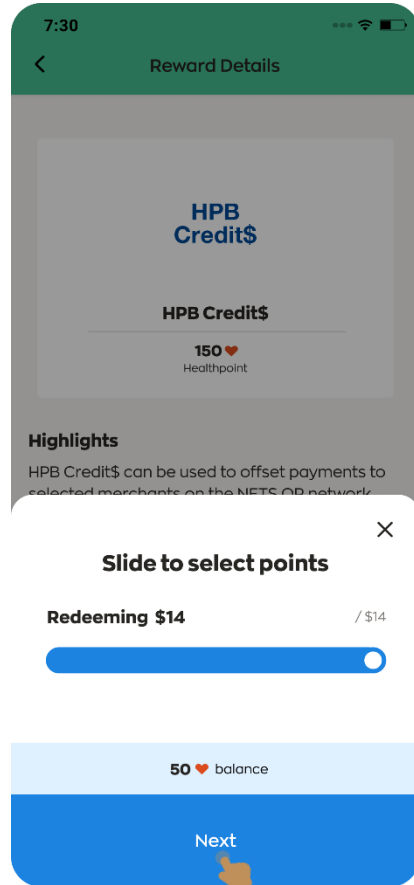
Step 6:

Slide the bar to the amount of HPs to be redeemed



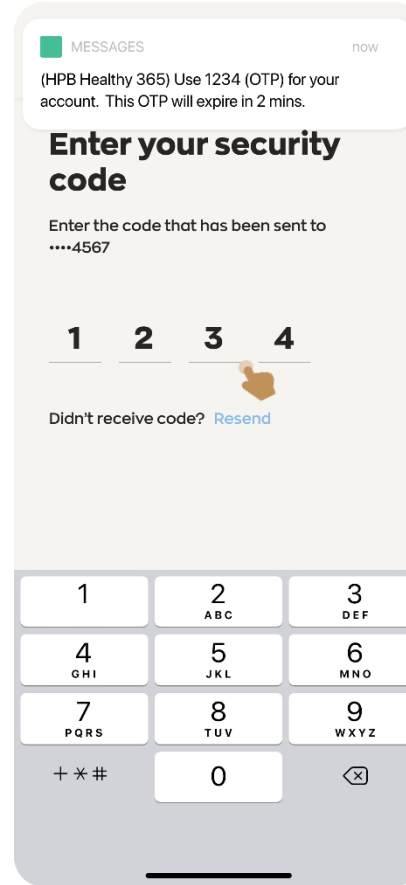
Step 7:

Tap on "Next" to redeem HP



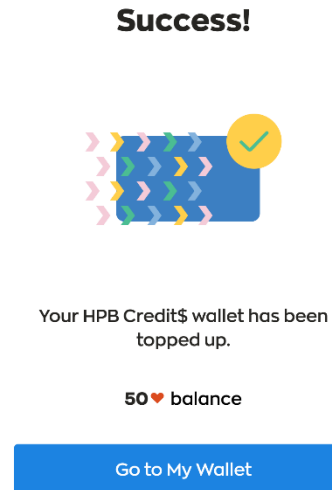
Step 8:

Type in the OTP number sent to your registered mobile number



Step 9:

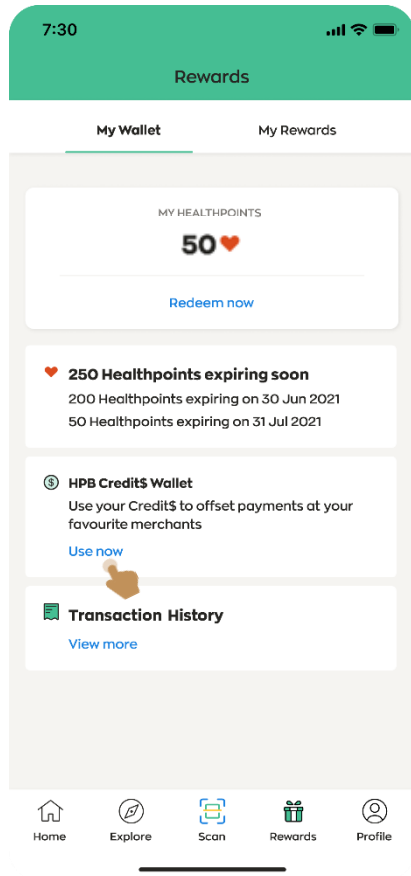
Upon successful redemption, a **Success** message Your HPB Credit\$ wallet has been topped up is shown



Redeeming Healthpoints on Healthy 365 app: HPB Credit\$

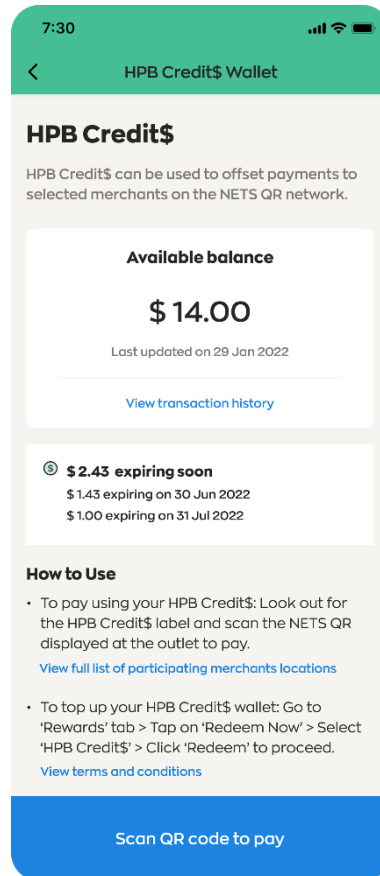
Step 10:

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



Step 11:

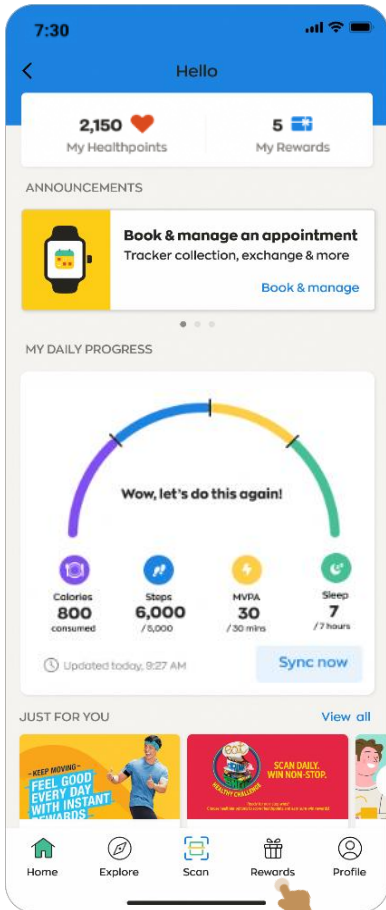
View “HPB Credit\$ Wallet” available balance and transaction history



Using HPB eVoucher: In-Store Purchase

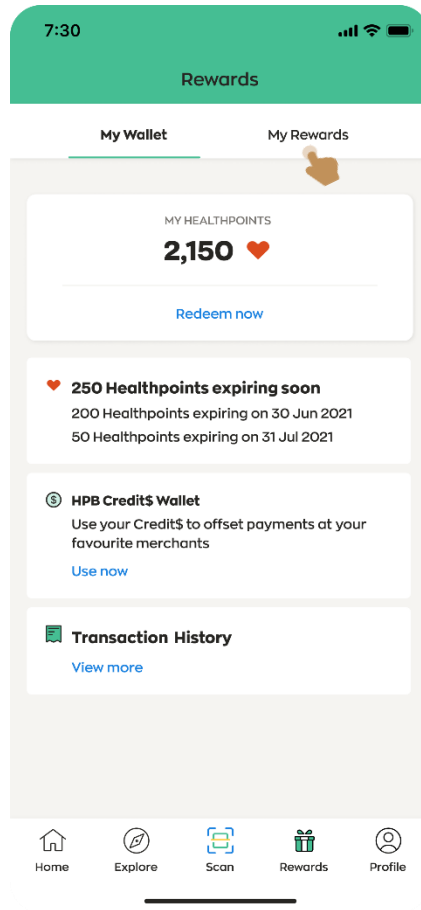
Step 1:

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



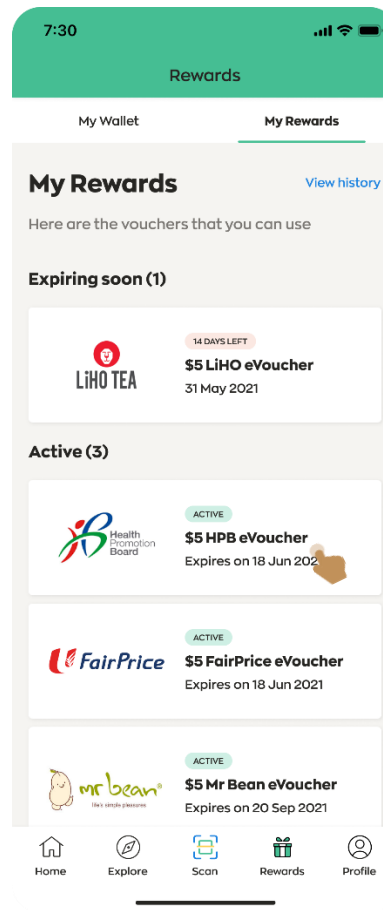
Step 2:

Tap on “My Rewards”



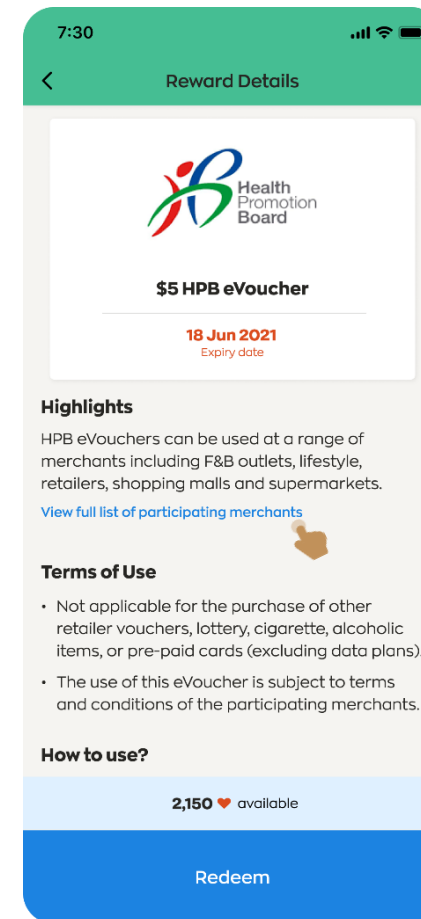
Step 3:

Select a HPB eVoucher



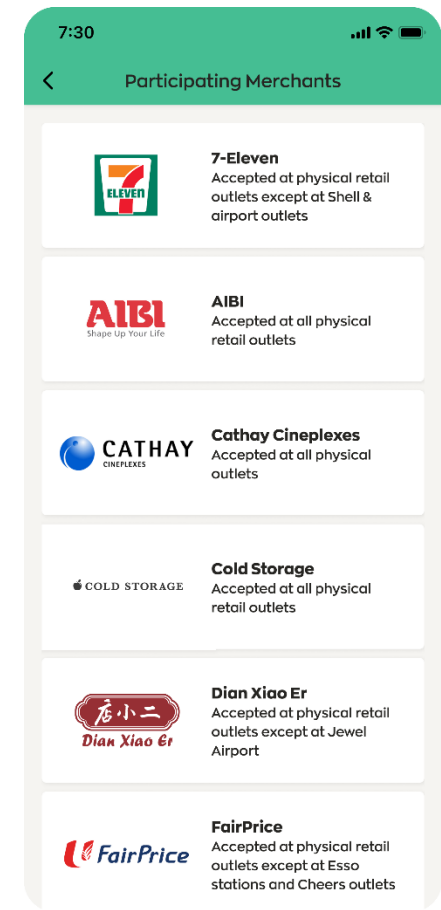
Step 4:

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



Step 5:

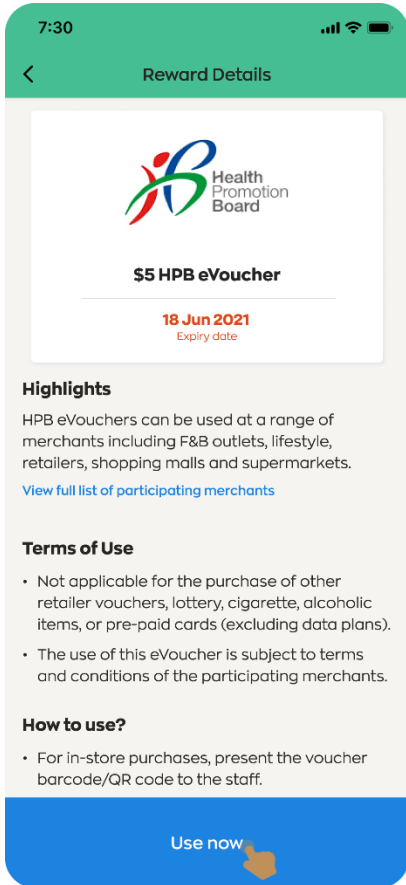
Scroll through the list to see the list of merchants accepting HPB eVoucher



Using HPB eVoucher: In-Store Purchase

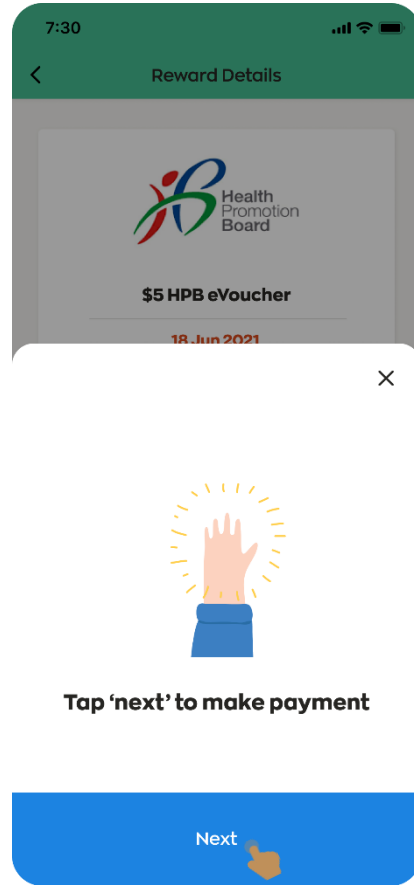
Step 6:

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



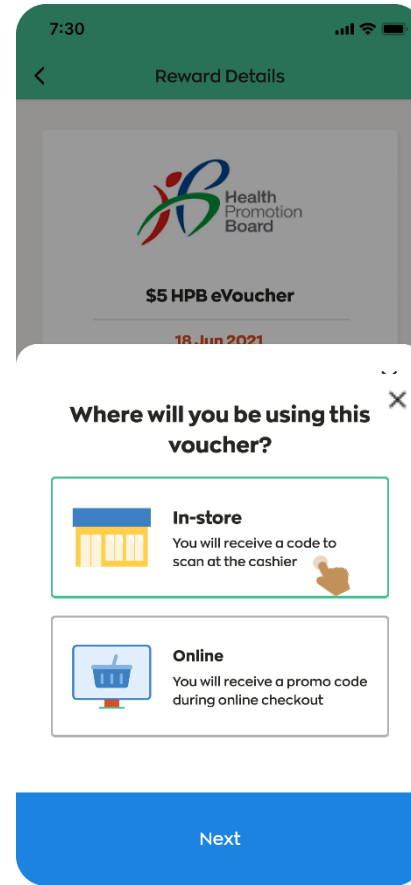
Step 7:

Tap on “Next” to confirm use of eVoucher



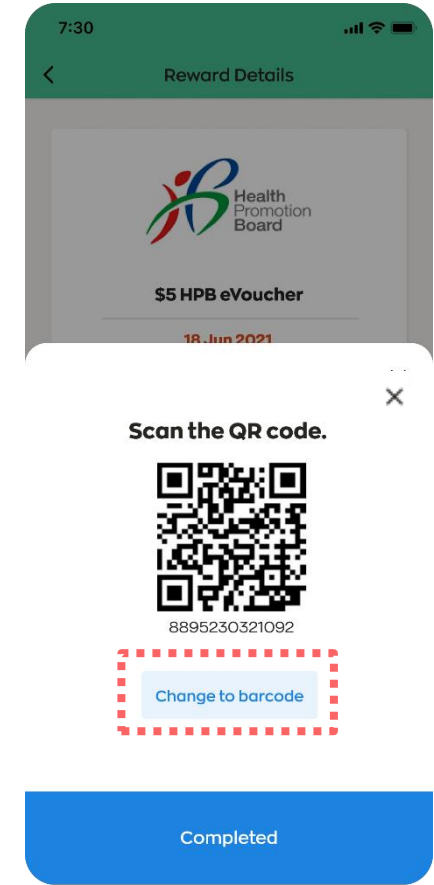
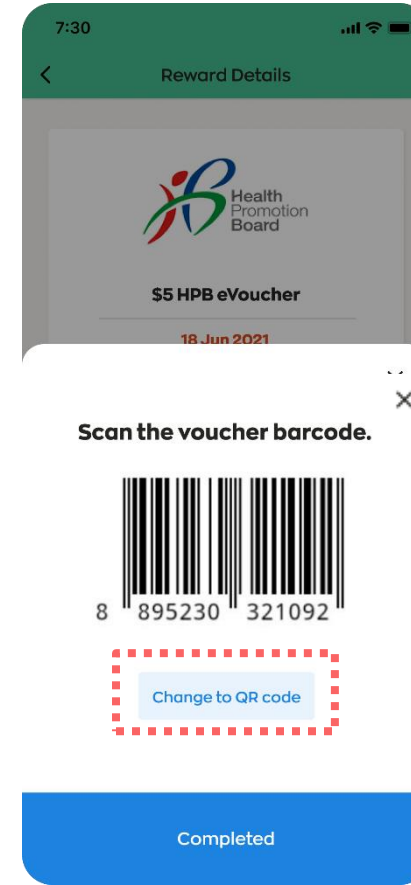
Step 8:

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



Step 9:

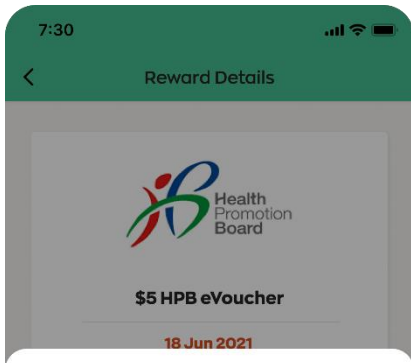
Present the eVoucher to the cashier to scan
Toggle between “voucher barcode” or “QR code” as advised by the merchant



Using HPB eVoucher: In-Store Purchase

Step 10:

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



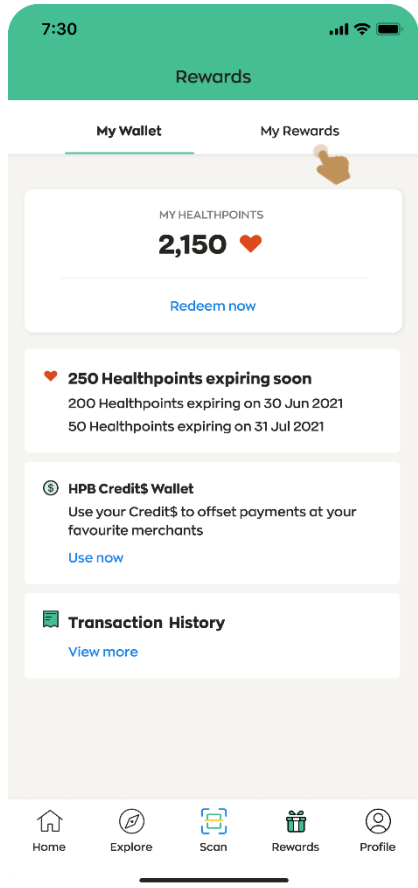
Success!

You have used \$5 HPB voucher.

[Go to My Rewards](#)

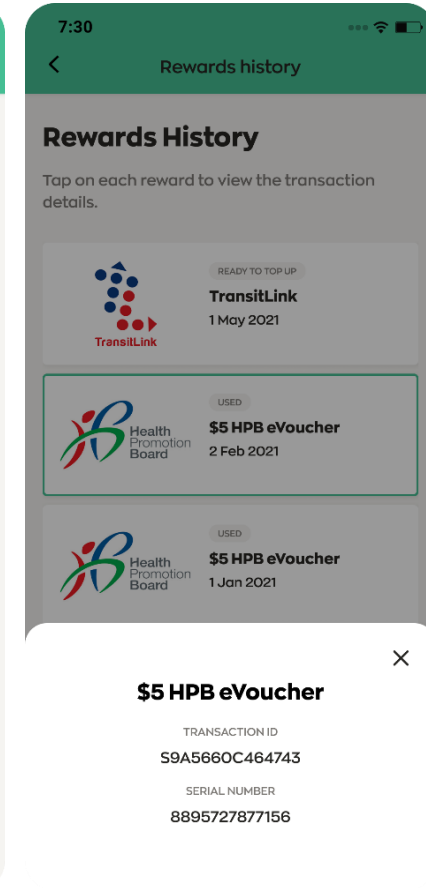
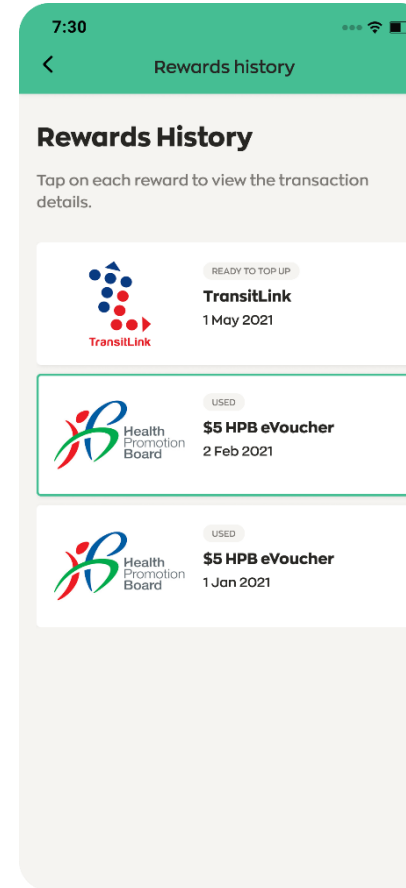
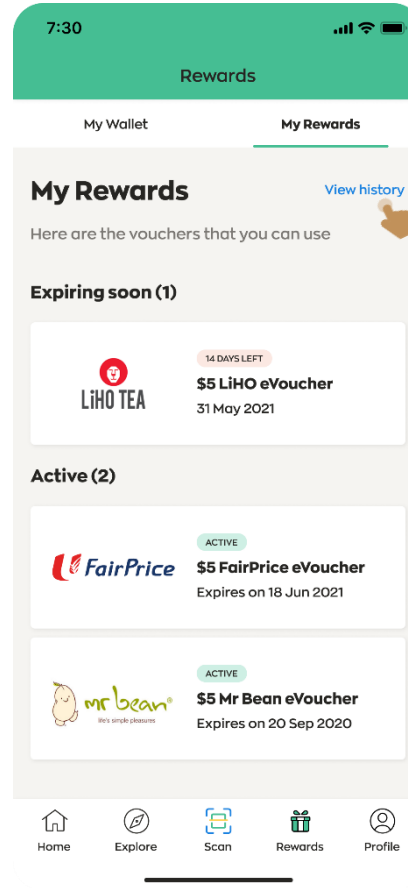
Step 11:

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



Step 12:

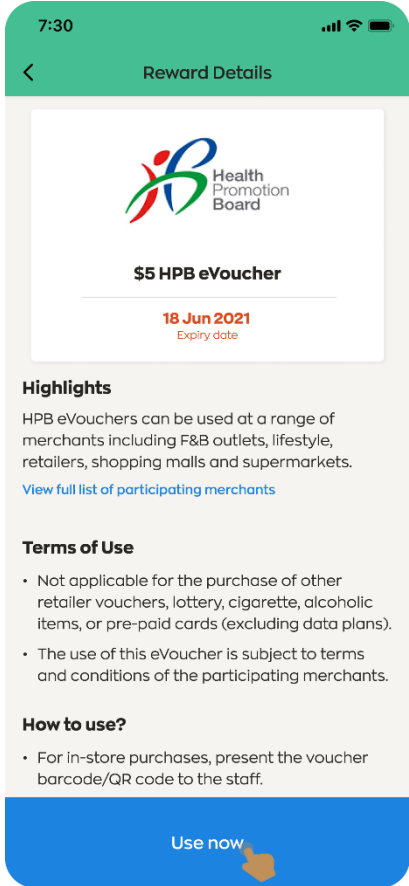
Tap on “View history” to view the transaction details



Using HPB eVoucher: Online Merchant App/Web

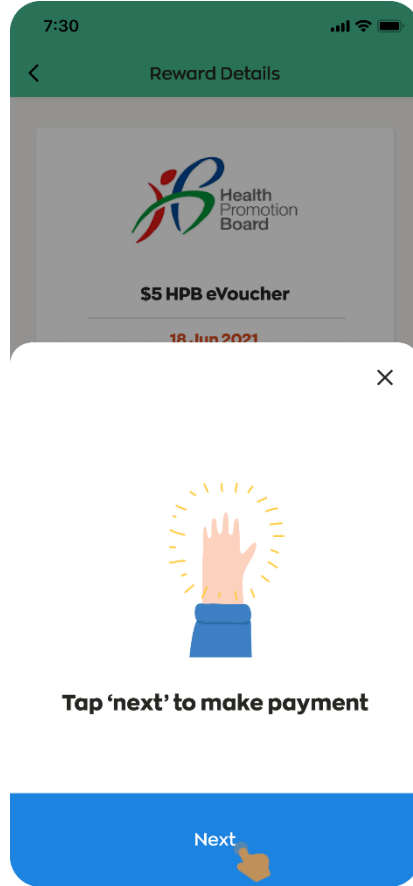
Step 1:

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



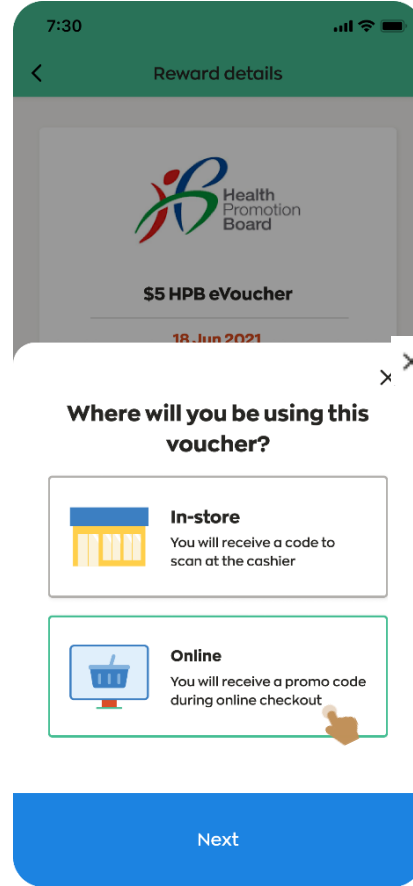
Step 2:

Tap on “Next” to confirm to use the eVoucher



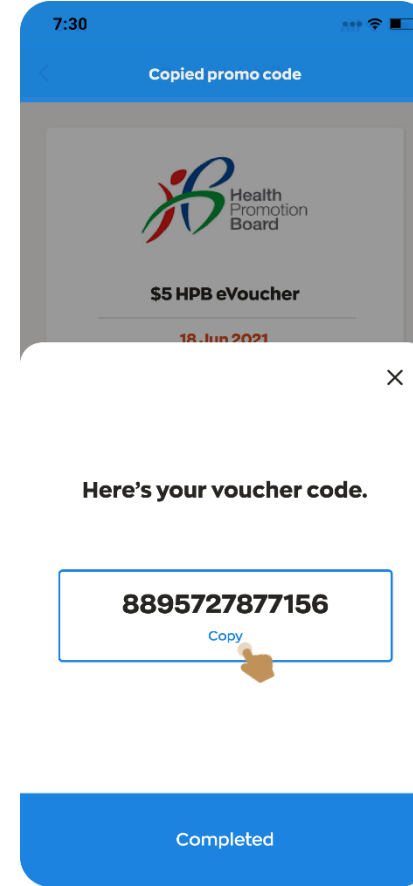
Step 3:

Tap on “Online” option to retrieve a eVoucher code



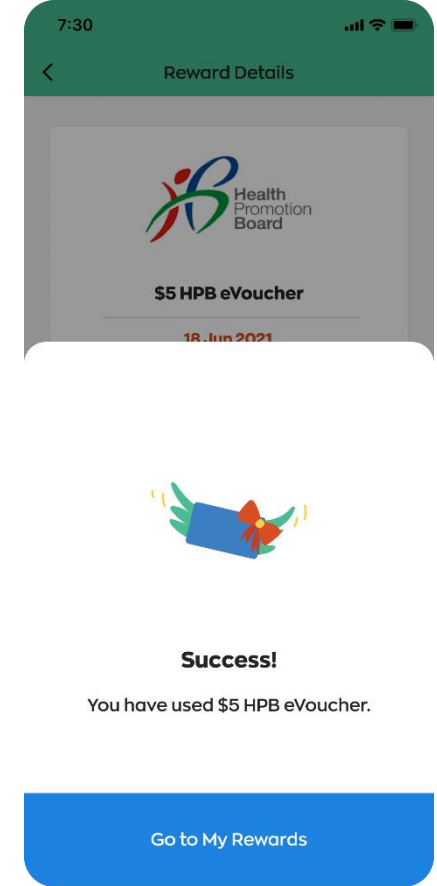
Step 4:

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



Step 5:

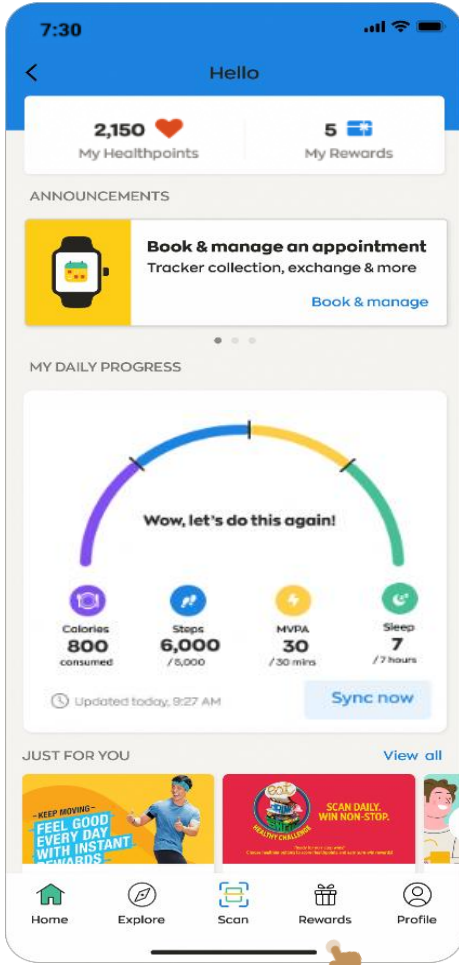
Tap on “Completed” when done, and a Success message is shown



Using HPB Credit\$

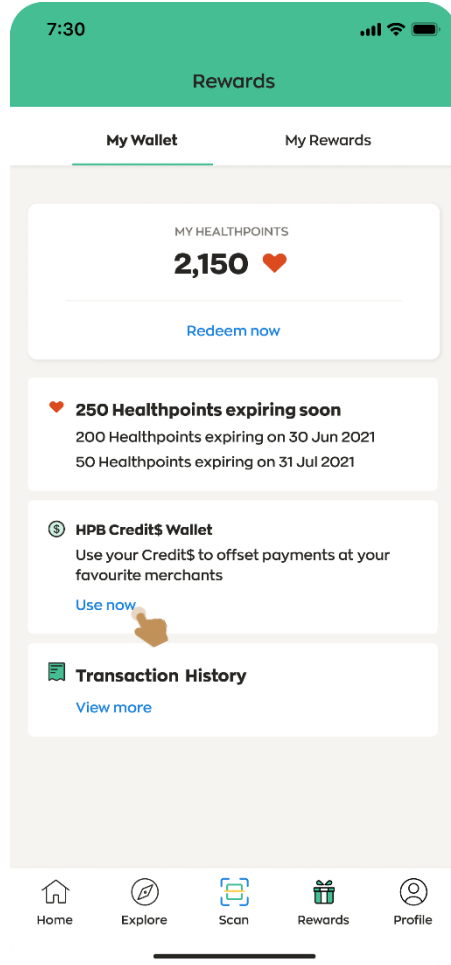
Step 1:

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



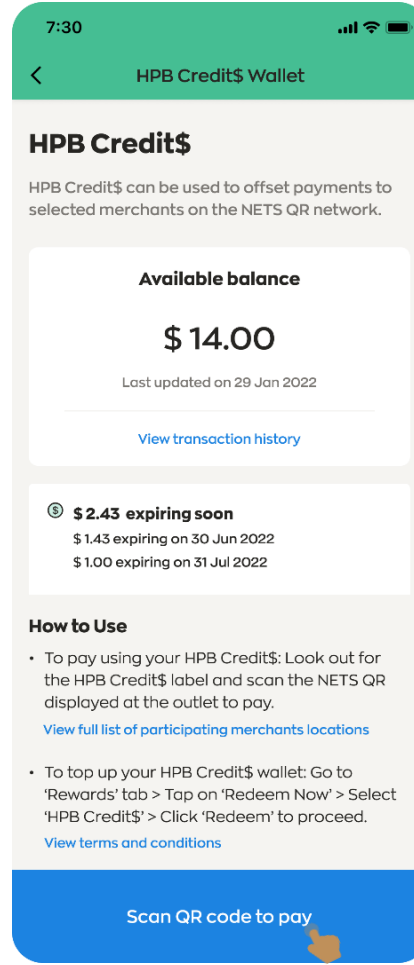
Step 2:

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



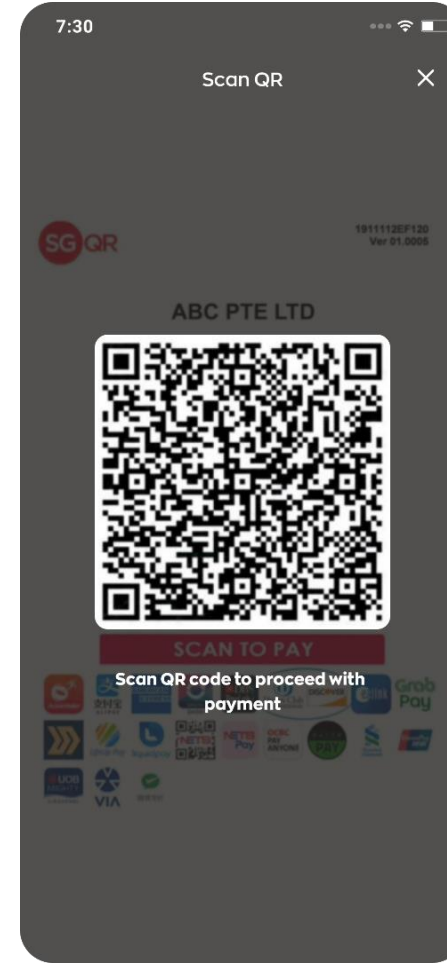
Step 3:

Tap on “Scan QR code to pay”



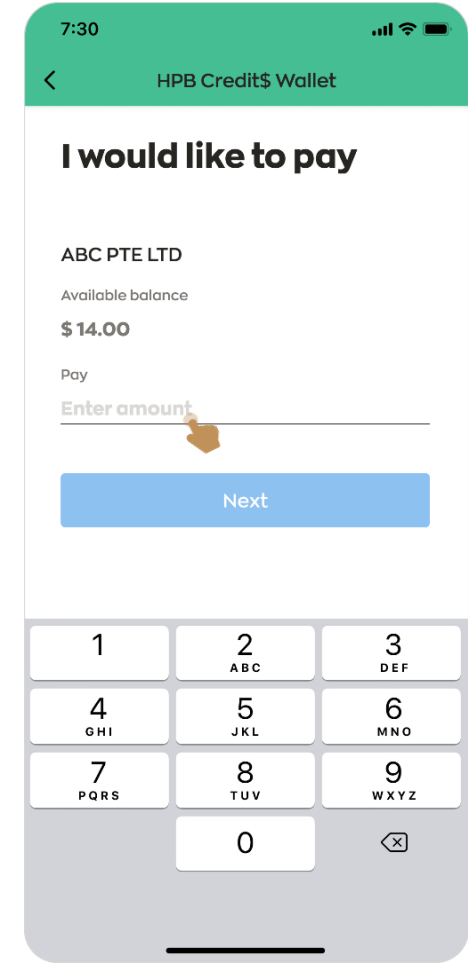
Step 4:

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



Step 5:

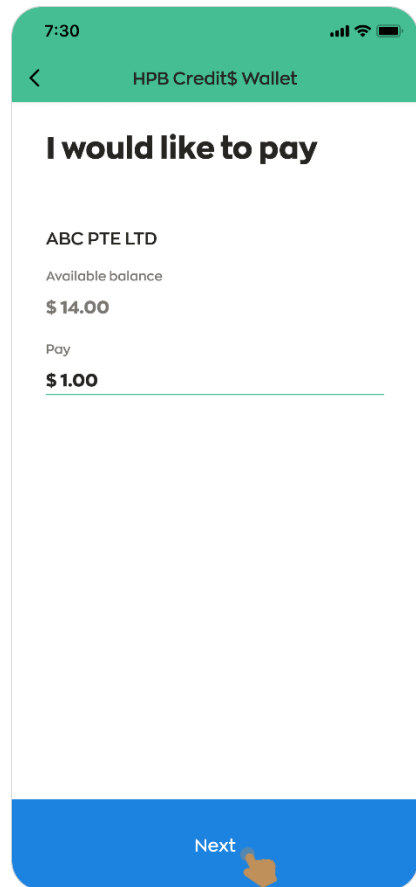
Type the amount you would like to pay for



Using HPB Credit\$

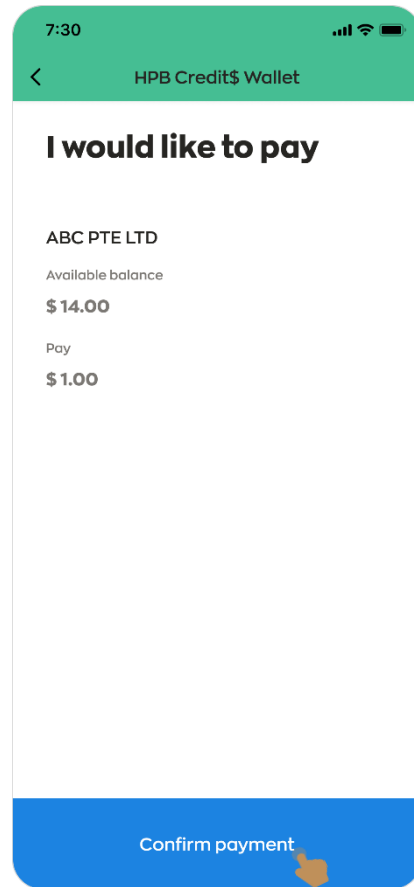
Step 6:

Tap on “Next” to proceed when ready to pay



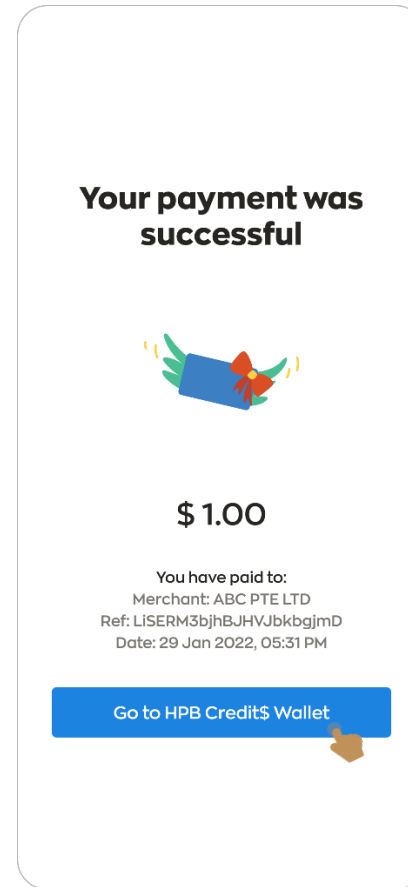
Step 7:

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



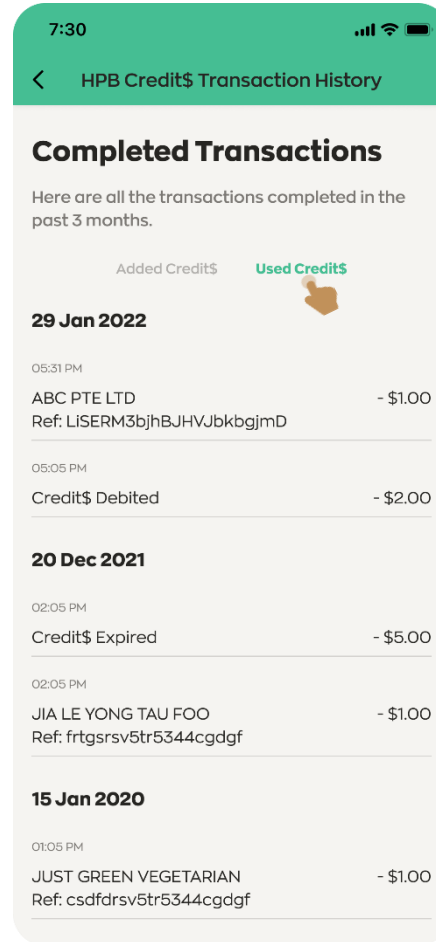
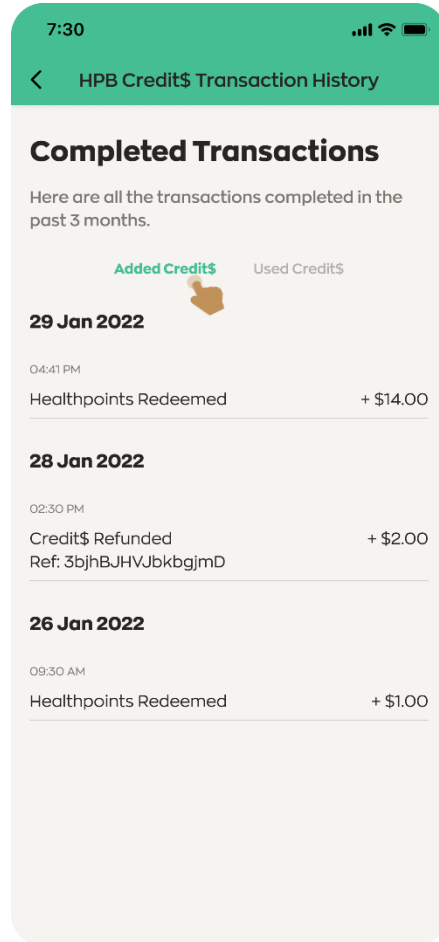
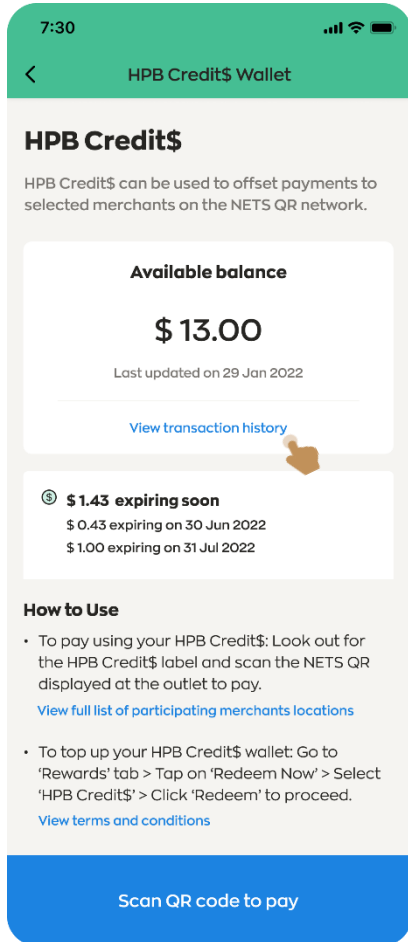
Viewing HPB Credit\$ Wallet Summary & Transaction History

Step 1:

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

Step 2:

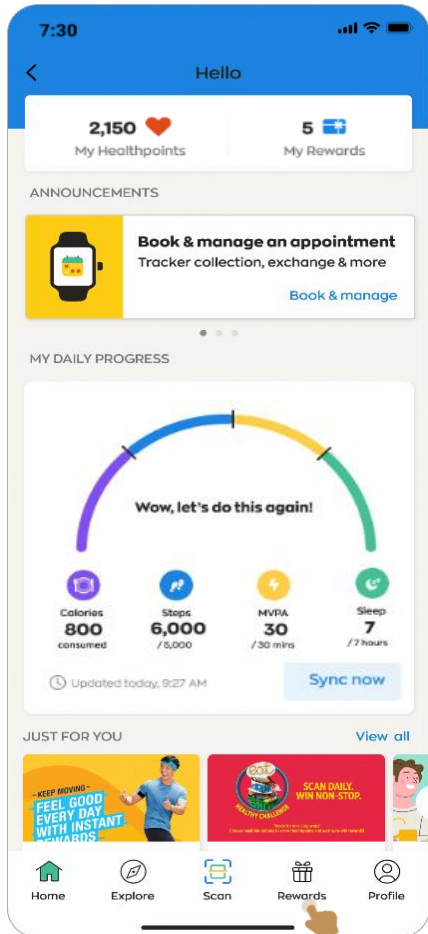
Under “Added Credit\$” > details of Credit\$ added into wallet
Under “Used Credit\$” > details of Credit\$ utilised



Claiming a HPB eVoucher Code

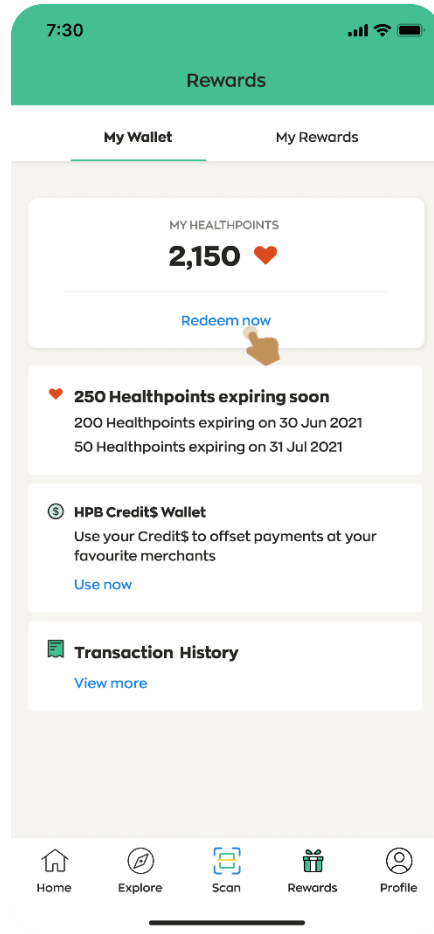
Step 1:

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



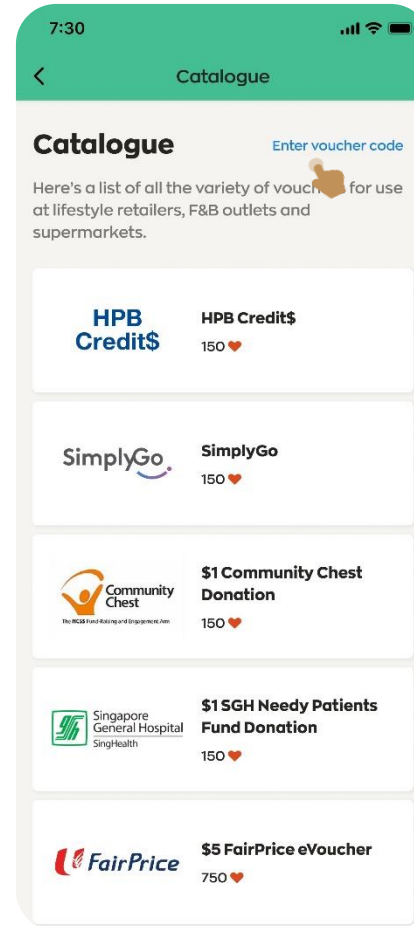
Step 2:

Tap on “**Redeem Now**”



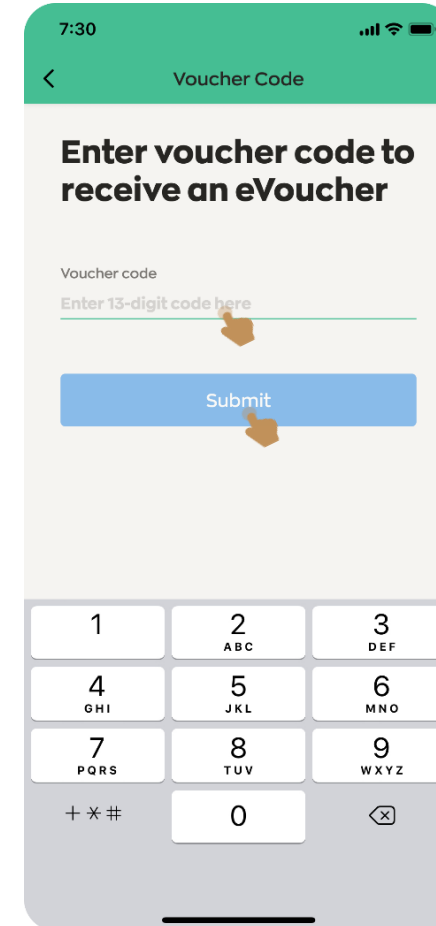
Step 3:

Tap on “**Enter voucher code**”



Step 4:

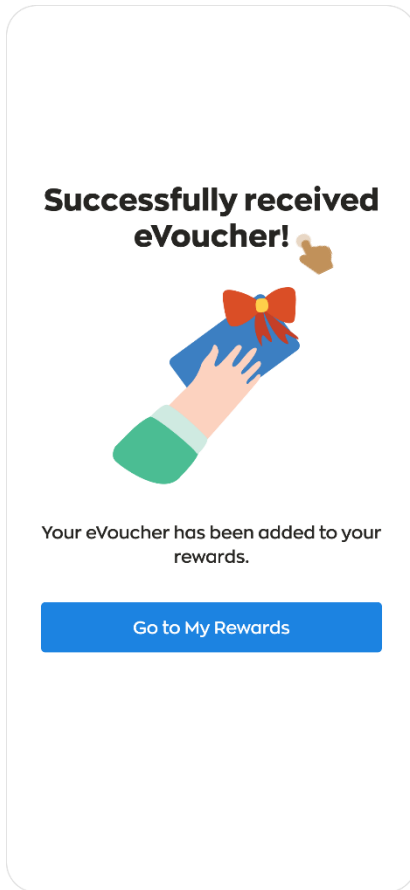
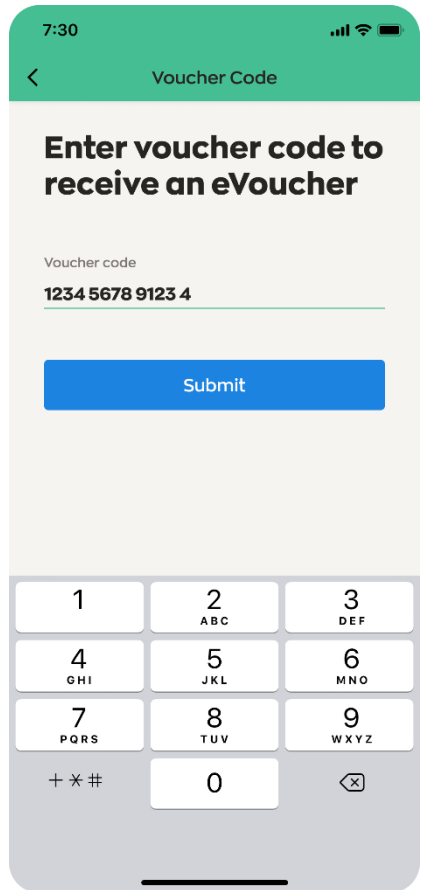
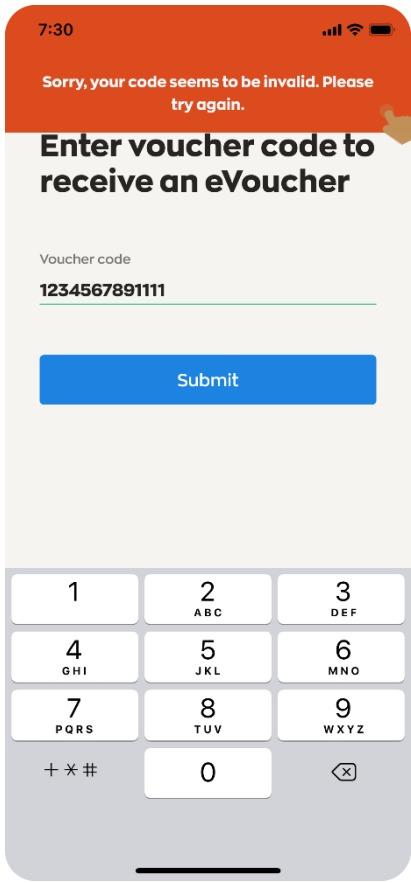
Type in the 13-digit voucher code received, and tap on “**Submit**”



Claiming a HPB eVoucher Code

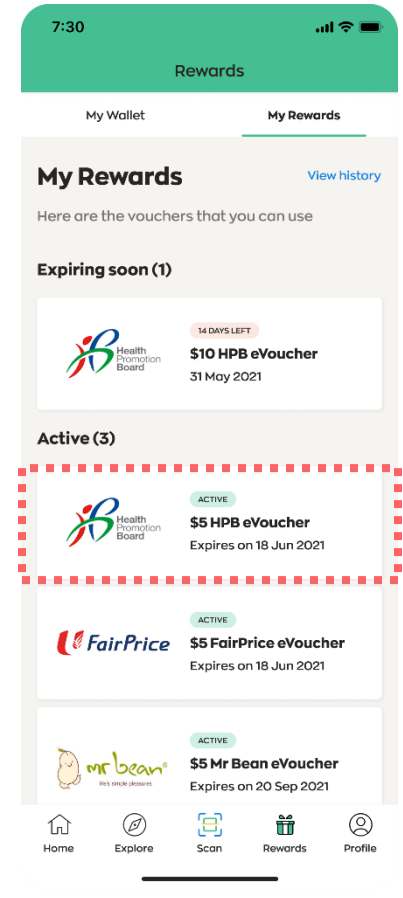
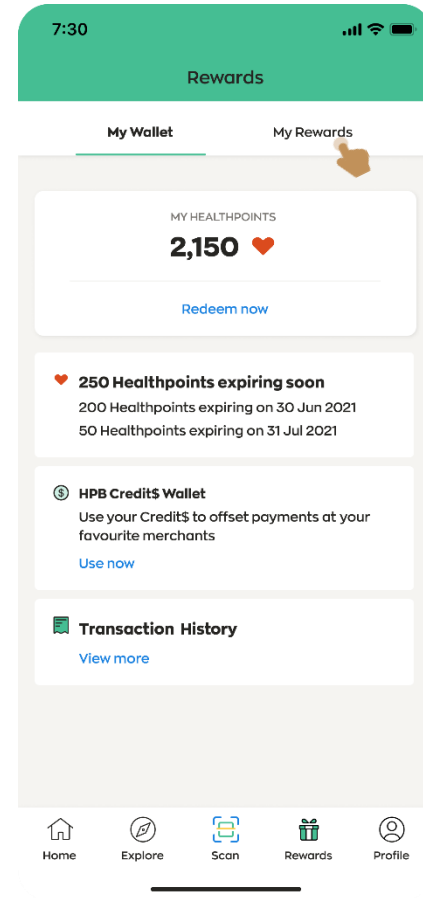
Step 5:

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.

