

Frequently Asked Questions

Eat, Drink, Shop Healthy Challenge 2022

ABOUT EAT, DRINK, SHOP HEALTHY CHALLENGE 2022

1. What is the Eat, Drink, Shop Healthy Thematic Challenge about?

The Eat, Drink, Shop Healthy Challenge is organised by the Health Promotion Board to encourage individuals to make healthier choices when purchasing meals, drinks, desserts, or groceries. With every qualifying purchase made at participating offline and online partners, you will be able to earn digital stamps and Healthpoints which can be redeemed for rewards thereafter.

2. When is the Eat, Drink, Shop Healthy Challenge 2022 period?

The Eat, Drink, Shop Healthy Challenge 2022 starts from 1 January 2022 and ends on 30 April 2022.

JOINING THE CHALLENGE

3. What are the eligibility criteria for joining the Eat, Drink, Shop Healthy Challenge 2022?

The challenge is open to all Singapore citizens, permanent residents, employment pass holders or work permit holders.

Participants must be aged 17 years and above at the point of joining the Challenge, based on the calendar year.

Restrictions on prize eligibility are applicable to the following group of participants.

- employees and/or immediate family members (referring to the spouse, children, parents and/or siblings of such employees) of HPB;
- all employees of any HPB appointed vendor who are directly or indirectly involved in the Challenge (“HPB Vendors”);
- employees of subcontractors of HPB Vendors who are directly involved in the Challenge, and/or
- all employees of HPB’s partners for the Challenge.

Please refer to the Terms and Conditions listed on gethealthy.gov.sg/eatdrinkshop for more information.

4. How to join the Eat, Drink, Shop Healthy Challenge 2022?

To join the Eat, Drink, Shop Healthy Challenge 2022:

- Download the Healthy 365 app from the App store or Google Play Store on your phone.
- Set up your profile for new users or restore your profile for current Healthy 365 app users.
- Tap on “Challenges” under the “Explore” tab.
- Select the “Eat, Drink, Shop, Healthy Challenge 2022”.
- Read and consent to the Terms & Conditions to complete your sign-up.

The Eat, Drink, Shop Healthy Challenge 2022 will appear on your challenge progress on the Home page of your app upon successful sign-up and you may start earning your stamps and Healthpoints for offline and online purchases.

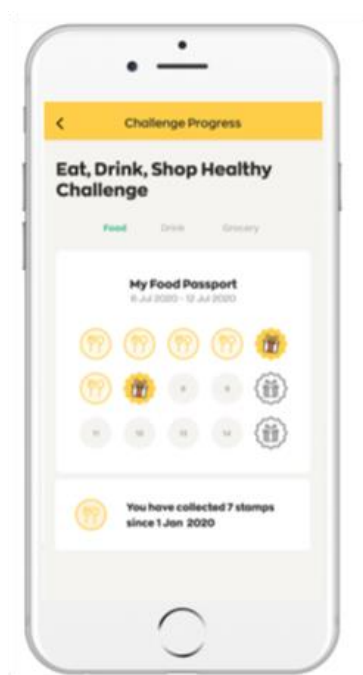
EARNING DIGITAL STAMPS – OFFLINE PARTNERS

5. How can I earn digital stamps and Healthpoints for the Eat, Drink Shop Healthy Challenge for purchases made at participating partner's outlets?

After joining the Eat, Drink, Shop Healthy Challenge 2022 on the Heathy 365 app, you may visit any of the participating partners to purchase Qualifying Food, Drink, Dessert or Grocery items.

For each qualifying item purchased from an offline partner, a QR Receipt would be issued. You may scan the QR Receipt with your Healthy 365 app to earn your stamps and Healthpoints for your Eat, Drink, Shop Healthy Challenge 2022 Passport.


Your weekly stamp progress for Food, Drink and Groceries will be captured within your Eat, Drink, Shop Healthy Challenge 2022 Passport as you progress through the challenge.



6. What is a QR Receipt?

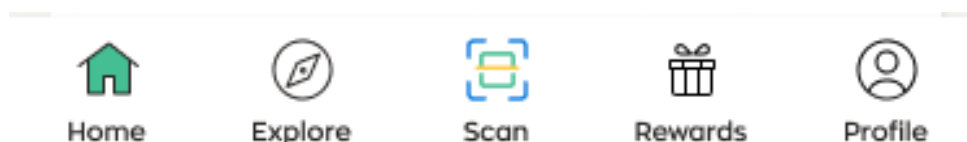
For every Qualifying Item purchased, you will receive either a QR Receipt that will credit the eligible stamps and Healthpoints into your account upon scanning.

Refer to the table for more details:

	QR Receipts
Image Sample	
How is it issued?	<p>QR code is printed directly on the receipt.</p> <p>The single QR code on the QR Receipt would reflect the corresponding <u>number of all Qualifying Items purchased</u>.</p>
<p>Example:</p> <p><i>I purchase 2 Qualifying Items in a single receipt, how many times do I need to scan?</i></p>	<p>For purchase of 2 Qualifying Items in a single purchase, you will only need to scan the single QR printed on that receipt.</p> <p>That single QR code would give you 2 corresponding stamps made for your purchase.</p>

7. Where can I locate the scanner on the Healthy 365 app that I can use to scan the QR Receipt?

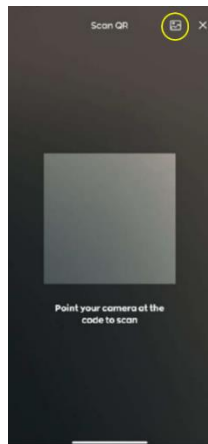
After logging into your Healthy 365 app, the scanner can be located at the bottom of the main page. Click on the “Scan” icon to proceed.



8. Is there an alternative method to scanning the QR code?

Yes, you may take a picture / screenshot of your QR Receipt and upload the image on your Healthy 365 app for it to be processed.

To do so, launch your scanner on the Healthy 365 app and tap on the “image” icon at the top right-hand corner. You will be directed to your phone’s image library thereafter to make a selection.



9. What is the validity of the QR Receipt?

We highly encourage all QR Receipts to be scanned immediately upon purchase.

QR Receipts expires by the end of the next calendar day upon purchase date. (Eg. If the purchase was made on 1 January 2022, the QR code will expire by 2 Jan 2022, 2359 hours).

Once expired, the QR Receipts are deemed as voided and would not be eligible for reimbursements.

10. How many times can I scan each QR Receipt?

Each QR Receipt can only be scanned once, regardless of the outcome if stamps were successfully credited or if stamps were not credited due to reasons such as hitting the weekly limit or other technical issues.

In the event if the QR Receipt that you have scanned had hit your weekly limit, the QR Receipt is deemed as redeemed and no longer valid. As such, they are not transferrable to another user for scanning.

For stamps that were not issued due to technical issues, you may contact our customer service team at eatdrinkshophealthy@hpb.gov.sg or 1800 567 2020. Please ensure that you contact us within 7 calendar days from the purchase date for further assistance.

11. Will I receive a QR Receipt, if I made a healthier choice purchase via self-check out counters, self-ordering kiosks or external food delivery partners from an offline participating partner?

For offline partners issuing QR Receipts, the QR Receipts are issued directly at cashier counters and self-check out counters.

QR Receipts will not be issued at self-ordering kiosks (e.g at Wok Hey), alternative check out methods (e.g. Scan & Go), or purchases via third party external partners (e.g. Deliveroo, FoodPanda).

EARNING DIGITAL STAMPS – ONLINE PARTNERS

12. How can I earn digital stamps and Healthpoints for the Eat, Drink Shop Healthy Challenge for purchases made from participating partner’s online website or mobile applications?

After joining the Eat, Drink, Shop Healthy Challenge 2022 on the Healthy 365 app, you will need to link your Healthy 365 app account with the partner’s account.

For each qualifying item purchased from the online participating partner, your stamps and Healthpoints will be automatically processed and updated in your Healthy 365 account upon successful delivery and processing of your online purchase transaction.

13. How can I link participating partners’ accounts from my Healthy 365 app?

To link your Healthy 365 account with a partner’s account:

- Log into your H365 app
- Tap on the “Explore” tab, and select “Partners”
- Choose the partner account that you would like to link to
- Read and agree to Terms and Conditions.
- Log in to your participating partner’s account

Once your login details have been verified, you will be prompted with a “Success” message informing you that that the partner account has been successful linked with your H365 account. The successfully linked partner account can be viewed in your Profile Settings page or the Partners page in the Explore section of the Healthy 365 app.

Please note that all your purchase-related data made on the Partner’s app will be shared with HPB to facilitate verification and crediting of Healthpoints and/or rewards for qualifying items.

14. How can I check the online partners that I have linked my Healthy 365 account with?

To view the list of online partners that you have linked your Healthy 365 account with, go to the Profile tab under your Healthy 365 app, tap on the settings icon on the top right-hand corner and select “Partner Accounts”.

You will be able to view the full list of linked partners for your account and you may choose to delink accounts, if required. Please note that if you choose to delink any of your partner accounts, you will NOT be able to earn Healthpoints and/or rewards for qualifying items purchased from these delinked partners.

Alternatively, you may click into the “Partners” page from “Explore” tab to view the list of linked partners accounts. Linked partner accounts have a green “LINKED” tag.

15. How many partner accounts can I link for each Healthy 365 account?

There is no cap to the number of participating partner accounts that can be linked to each Healthy 365 account. However, every partner account can only be linked to one Healthy 365 account.

16. How will the stamps and Healthpoints be reflected in my account after my online transaction is made?

Your stamps and Healthpoints will automatically be credited to your Healthy 365 account upon the successful delivery and processing of your online purchase transaction by the participating partner. You will receive a push notification informing you of the new transaction and you may also view your transaction history for the latest updates.

17. How can I view the list of participating online partners?

To view list of participating online partners that you can link your Healthy 365 account with, you may tap on “Partners” under the “Explore” tab within the app.

Alternatively, you may visit the gethealthy.gov.sg/eatdrinkshop for the full list of participating partners too.




STAMPS AND HEALTHPOINTS – COMPUTATION AND WEEKLY CAP

18. How are the stamps and Healthpoints computed for my purchases, and what are the maximum limits?

Each qualifying healthier choice item purchased via offline or online partners would grant you one stamp in the respective Passport (1 Food item purchase would award your account with 1 Food stamp)

Each stamp also comes with its corresponding baseline Healthpoints that would be credited to your account.

You may refer to the table below for the breakdown:

Category	Digital Stamp issued For each Qualifying Item purchased	Baseline Healthpoints issued for each stamp based on category	Maximum number of stamps each participant can collect in a week
 Qualifying Food	1	10	15
 Qualifying Drink	1	5	15
 Qualifying Grocery	1	5	20

*Week is defined by a Monday to Sunday cycle

Scenario 1

You have already earned fourteen (14) Qualifying Drinks stamps this week. After purchasing two (2) more Qualifying Drinks from a participating outlet, you will earn one (1) more digital stamp and five (5) Healthpoints instead of ten (10) Healthpoints after scanning the QR Receipt. This is because the weekly maximum Qualifying Drinks is capped at 15.

If the participating drinks outlet happens to be eligible for ‘Wins-Days’ Promotion where every Healthpoint earned will be doubled, you will be eligible to earn 2 Bonus Healthpoints.

Scenario 2

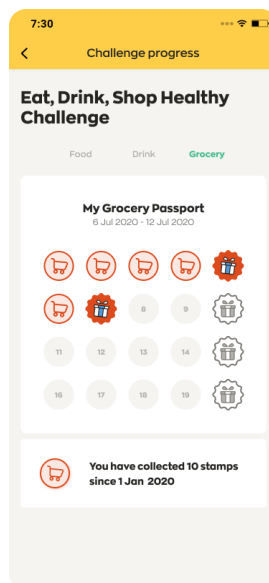
You have already earned fifteen (15) Qualifying Drinks stamps this week, which is the maximum number of items that can be earned for the category in a week. After purchasing another Qualifying Drink from a participating outlet, you will not earn any additional digital stamp and Healthpoints after scanning the QR Receipt.

If the participating drinks outlet happens to be eligible for 'Wins-Days' Promotion where every Healthpoint earned will be doubled, you will not earn any Bonus Healthpoints.

19. The stamps that I've earned last week are not reflected on my passport, why is this so?

The Food, Drink and Grocery Passport will be refreshed on the app every Monday, 00:00 hours. Your past stamps are still being captured as part of your progress even when the passport refreshes every Monday.

To determine your current stamp position, refer to numbers indicated on the stamp positions. It would tally with your latest stamp count to date.



WINS-DAYS PROMOTION AND ADDITIONAL BONUSSES

20. What are 'Wins-Days' and how does it work?

"Wins-Days" are selected days within the campaign period in which your purchases from the featured offline or online partner would grant you multiplied Healthpoints for each stamp that you have earned.


The Wins-Day multiplier only applies to the baseline points for each category and does not apply to the additional bonus Healthpoints that you have earned.

To view latest Wins-Days periods, refer to the Eat, Drink, Shop Healthy Challenge on gethealthy.gov.sg/eatdrinkshop under the "Partner Promotions" tab.

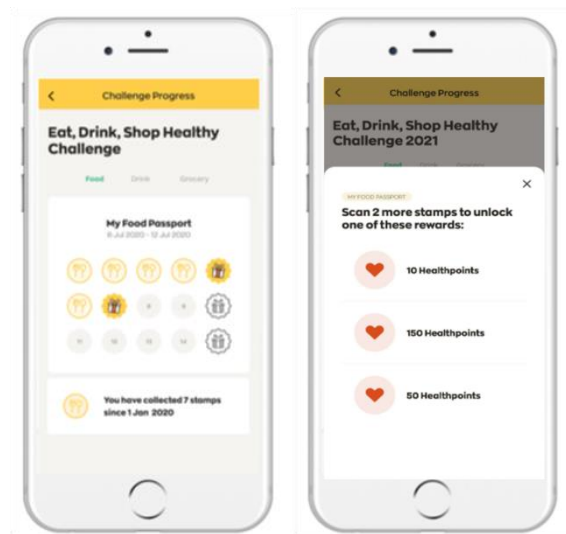


21. What will I receive when I land on the reward icon on my passport?

As you progress through the challenge and clock your progress on the Eat, Drink, Shop Healthy Challenge Passport, there are selected positions on the passport which would grant you additional bonuses on top of the baseline points.

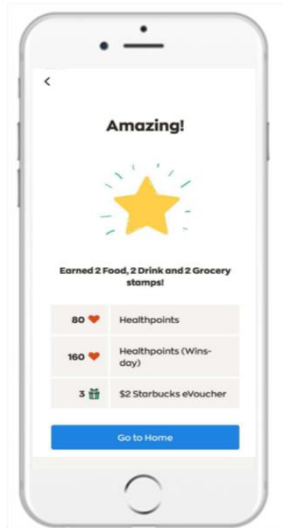
These stamp positions can be determined by the reward icon  on the Passport. The combination of prizes, e-vouchers and bonus Healthpoints varies according to campaign period and stamp positions.

To identify the upcoming bonuses that you can stand to win, you may tap on the stamps with the reward icon to view them.



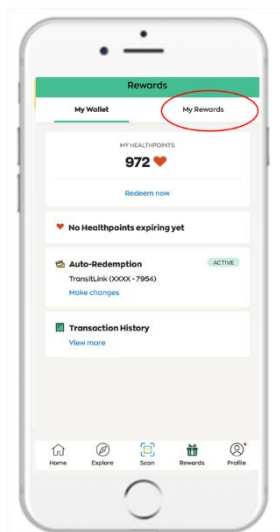
22. I landed on a reward icon for my purchase, where can I view the additional rewards that I have won?

For offline purchases, a summary of the rewards or Healthpoints you have earned from the scan will be reflected on the app screen upon scanning the QR.

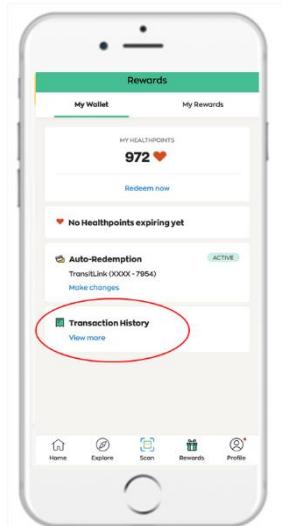


All E-vouchers and Healthpoints earned from your offline and online purchases will be reflected in your e-wallet.

To view your e-vouchers, tap on “My Rewards” under the “Rewards tab”



To view your Healthpoints, tap on “Transaction History” under the “Rewards tab”.



PARTICIPATING OFFLINE AND ONLINE PARTNERS, AND QUALIFYING ITEMS

23. What are the participating offline and online partners for Eat, Drink, Shop Healthy Challenge that will allow me to earn stamps and Healthpoints?

The Eat, Drink, Shop Healthy Challenge allows participants to earn stamps and Healthpoints for qualifying items purchased from both participating offline and online partners.

The full list of participating offline and online partners can be viewed on gethealthy.gov.sg/eatdrinkshop.

Only purchases made from these participating partners would qualify for stamps and Healthpoints.

24. How can I identify the Qualifying Food, Drink /Dessert and Grocery item from the participating partner?

Stamps and Healthpoints can be earned for qualifying items purchased from both participating offline and online partners. Qualifying Food, Drink, Dessert and Grocery items are outlined as follows:

- (i) **A Qualifying Food** refers to any food items sold in participating restaurants, coffee shops, food courts, hawker centre stalls, cafes, food kiosks and quick service restaurants, or online on participating partners' website or mobile application that is labelled with any of the HPB's Healthier Choice identifiers shown below. Qualifying Food may vary or differ with each participating outlet.



(ii) **A Qualifying Drink** refers to the drinks listed below that are sold in participating restaurants, coffee shops, food courts, hawker centre stalls, cafes, food kiosks and quick service restaurants, or online on participating partners' website or mobile application:

- Bottled water/tap water/Sparkling or distilled bottled water
- Packaged / canned beverages with Healthier Choice Symbols
- Packaged / canned beverages with Zero-calories
- Barley, Ice Lemon, Chinese Tea, Japanese Tea, Korean Tea, Pure Flower, Pure leaf teas which contain no sugar.
- ⊖ Coffee or Tea: O Kosong, without milk or sugar
- Espresso and Americano without milk or sugar
- Qualifying Drinks for all Partners selling bubble tea: 0%, 25% or 30%, without topping

All Soya bean drinks and Milo (including Milo Kosong or Milo Siew Dai) are not endorsed and do not qualify for QR Receipts.

(iii) **A Qualifying Dessert** refers to any dessert that is lower in sugar and a source of dietary fibre that are sold in participating food kiosks, or online on participating partners' website or mobile application.



(iv) **A Qualifying Grocery** refers to any product sold in participating supermarkets, petrol marts and convenience stores, or online on participating partners' website or mobile application that carries the Healthier Choice symbol.



Eat All Foods in Moderation

CUSTOMER SERVICE SUPPORT

25. My stamps, Healthpoints or e-vouchers were not credited accordingly for the QRs I have scanned, or for my online purchases made. What should I do?

This may happen due to the few possible reasons:

- You have hit the weekly limit for your account. Please refer to FAQ question 18 on the weekly limits.
- Discrepancy between the barcode registered under the Healthy Choice Programme / Health Dining Programme and actual item sold at participating partners.
- Your online purchase has not been successfully delivered or processed yet.

For further verification and reimbursements, you may contact our customer service team at eatdrinkshophealthy@hpb.gov.sg or 1800 567 2020. Please ensure that you contact us within 7 calendar days from the purchase date for further assistance.

Refer to Question 28 for the supporting documents required.

26. I received a poorly printed QR Receipt when making my purchase, what should I do?

Due to varying print quality of the machines, some QR codes printed might be faded or truncated resulting in failed scans with the Healthy 365 app.

You may contact our customer service team at eatdrinkshophealthy@hpb.gov.sg or 1800 567 2020 for assistance. Please ensure that you contact us within 7 calendar days from the purchase date for further assistance.

Refer to Question 28 for the supporting documents required.

27. The participating outlet that I visited did not issue a QR Receipt for my qualifying purchase. What should I do?

Please ensure that your purchase was made from a participating outlet. For list of participating outlets, refer to gethealthy.gov.sg/eatdrinkshop

Alternatively, you may contact our customer service team at eatdrinkshophealthy@hpb.gov.sg or 1800 567 2020 for further assistance. Please ensure that you contact us within 7 calendar days from the purchase date for further assistance.

Refer to Question 28 for the supporting documents required.

28. What are the supporting documents that are required for investigation when contacting the customer service team?

Please submit the following details / images for our investigation purposes within 7 calendar days from the date of purchase:

- A clear image of the full official receipt or online order receipt listing the items purchased from and respective quantities.
- A clear image of the QR Receipt received for purchase from offline partners (Applicable to scenarios where no QR code was issued, or incorrect Healthpoints or stamps were issued upon scanning)
- Supporting image of the Qualifying Items purchased showcasing the package details of with the Healthier Choice Identifier and the barcode number for that item. (Applicable to scenarios where no QR code was issued, or incorrect Healthpoints or stamps were issued upon scanning). These details are essential as it helps us in our investigation process to verify the purchase, troubleshoot the issue for rectification and work on the eligible reimbursements for your purchase.

29. What are the operating hours for the customer service hotline and how can I contact them for assistance?

You may contact our customer service team at eatdrinkshophealthy@hpb.gov.sg or 1800 567 2020. Please ensure that you contact us within 7 calendar days from the purchase date for further assistance.

Our hotline operating hours are as follow:

Mondays to Fridays: 8.30am to 5pm

Saturdays: 8.30am to 1pm

Sundays and Public Holidays: Closed

REDEEMING YOUR HEALTHPOINTS

30. What can I do with my Healthpoints?

Healthpoints can be utilised to redeem your preferred eVouchers for F&B outlets, lifestyle retailers, shopping malls and supermarkets from the HPB rewards programme.

31. How to access the HPB rewards catalogue to redeem a reward?

To access your rewards catalogue:

- Tap on "Rewards" tab on the Healthy 365 app
- Select "Redeem now" to access the Rewards catalogue
- View list of available rewards and tap on your preferred choice.
- Tap on "Redeem" and follow instructions on the screen to complete your redemption.

For more information, visit www.healthhub.sg/programmes/182/healthhub-rewards

32. Is there an expiry for Healthpoints that I have earned?

Healthpoints expire 6 months from the month that they are credited to your account.

E.g. Healthpoints earned in January 2022 will expire on 1 August 2022, 00:00 hours.

The date of expiry can be found in the Healthy 365 app in Rewards > My Wallet. Extension of validity or restoration of expired Healthpoints will not be permitted or given.

33. Where can I find more information on the HPB's Rewards Programmes?

For more information on Healthpoints and rewards programme, visit www.healthhub.sg/programmes/182/healthhub-rewards

HEALTHY 365 APP TECHNICAL SUPPORT

34. Is Internet connection required to use the Healthy 365 app?

Yes, internet connectivity is required when using the Healthy 365 app.

35. Can I sign up for the Healthy 365 app on behalf of my friends or family members?

No, users should not sign up on behalf of other family members or personnel.

36. I am experiencing some technical issues with my Healthy 365 app with regards to the Eat, Drink, Shop Healthy challenge. What should I do?

For technical errors encountered on your Healthy 365 app with regards to the Eat, Drink, Shop Healthy Challenge, you may contact our customer service team at eatdrinkshophealthy@hpb.gov.sg or 1800 567 2020. Please ensure that you contact us within 7 calendar days from the purchase date for further assistance.

Our hotline operating hours are as follow:

Mondays to Fridays: 8.30am to 5pm

Saturdays: 8.30am to 1pm

Sundays and Public Holidays: Closed

37. How can I view my Healthy 365 app version?

Go to Healthy 365 app > Profile > Setting (Gear icon on top righthand corner) > About Healthy 365 > see version on top of the "Healthy 365".