

Frequently Asked Questions

Can you Quarter, Quarter, Half? Facebook Contest

1. What is the Contest about?

The “Can you Quarter, Quarter, Half” Facebook Contest (“Contest”) is organised by the Health Promotion Board (HPB) to encourage consumers to practise the “Quarter, Quarter, Half” principles when preparing or purchasing their meals. Participants can submit their entries by taking a photo of their Quarter, Quarter, Half dish and posting it in the comment section of the Contest post on Facebook. The 20 most-liked entries will win a \$5 HPB eVoucher each.

2. How long will the Contest run for?

The Contest will run from 21 May 2021 to 27 May 2021 22:00 (“Contest Period”).

3. How many winners will there be for the Contest?

There will be a total of 20 winners for the Contest based on the highest number of likes. Each winner will win a \$5 HPB eVoucher.

4. Who is eligible to sign up for the Contest?

You are eligible to participate in the Contest if you submit a valid entry and is:

- a. A Singapore resident who possesses a valid NRIC or FIN number i.e. Singapore citizen, permanent resident, employment pass holder or work permit holder; AND
- b. An individual aged 17 and above, at the age of participation, where the age of an individual is computed based on the calendar year in which an individual was born;

An employee of HPB and/or an immediate family member is also eligible to participate provided that the total value of the prizes won do not exceed S\$250 in value.

ALL third-party vendors, service providers and/or their employees who are involved in, or connected to, directly or indirectly to the Contest are not eligible for participation in this Contest.

5. How do I redeem my prize?

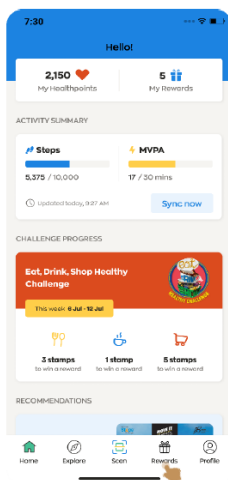
- a. If you are one of the Contest winners, HPB will contact you via Facebook Messenger with a form to be completed for the prize redemption.
- b. While completing the form, please ensure that your Name, Email and Mobile Number provided in the form, are identical to the particulars you used or will be using to sign up for your account on the Healthy 365 app required for the prize redemption.
- c. Upon successful completion of the form, a 13-digit serial number code and instructions on how to claim the eVoucher via the Healthy 365 app will be sent to you via email.
- d. The eVoucher must be claimed by 14 June 2021, 23:59. Any requests for extension to the redemption period is strictly not allowed.

6. How do I claim the eVoucher via the Healthy 365 app?

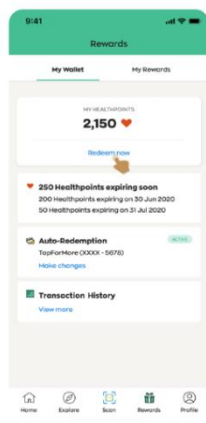
The eVoucher must be claimed via the Healthy 365 app by 14 June 2021, 23:59.

Please ensure that your smart phone is connected to the Internet before following the instructions below:

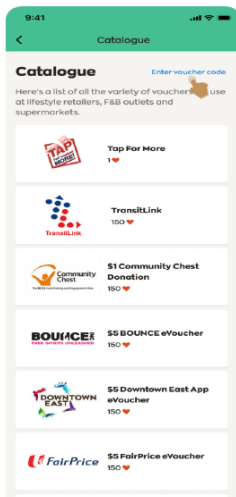
- Download the Healthy 365 app on the Apple App store or Google Play Store.
- Set up your profile if you are a new user on Healthy 365. If you have previously registered for an account but have deleted the Healthy 365 app, simply restore your profile.
- If you are signing up for a new account, please ensure that you use the same Name, Email and Mobile Number provided in the online form sent by HPB for prize redemption.
- Once you have set up / accessed your Healthy 365 account, click on “Rewards” at the bottom banner.



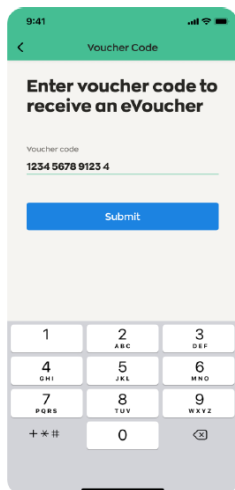
- Tap on “Redeem now”



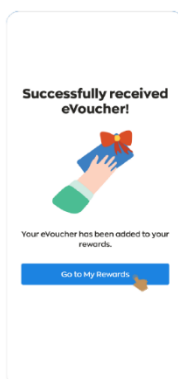
f. Tap on “Enter voucher code”



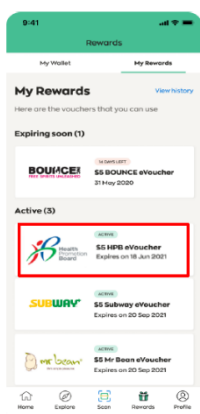
g. Key in the voucher code (i.e. 13-digit serial number) that was sent to you via email and click “Submit”.



h. To check that the eVoucher has been successfully claimed, tap on “Go to My Rewards”



- i. The eVoucher should appear in “My Rewards”



7. Are all smart phone models compatible?

Please note that only Android OS 6 and above are compatible. iPhone users will require iOS 10 and above.

REWARD REDEMPTION

1. How can I use the eVouchers?

You will be required to be physically present at the participating outlet when you are utilising your eVouchers from the Healthy 365 app. Follow instructions below to utilise your eVouchers:

- a. Tap 'My Rewards' at the top of your “Home” screen.
- b. Select the eVoucher you want to redeem
- c. Tap 'Use Now', followed by 'Next' and select the “In-store” option.
- d. Present your phone to the merchant to scan the barcode/QR code. If your eVoucher does not come with a barcode/QR code, your redemption shall stop at Step 1c.

HPB and our participating Partners will not be held liable for the eVoucher which had been clicked by you (and therefore, counted as 'redeemed') before reaching the outlet(s), unintentionally or otherwise. No form of compensation or replacement will be made.

You have to redeem the eVoucher at respective participating outlets in accordance with the terms and conditions specified on the eVouchers found on the Healthy 365 app. If any dispute arises between you and a Partner, HPB shall not be held liable and accountable for any consequences arising from such dispute. For the avoidance of doubt, HPB shall not be liable for any changes in a Partner's terms and conditions, and you shall deal with any such disputes directly with the Partner.

2. Is the eVoucher exchangeable?

The eVoucher is not exchangeable for cash or in kind.

3. When will my eVoucher expire?

The eVoucher will **expire 30 days from the date that it is successfully issued into your eWallet and must be used before expiry.** Extension of validity or restoration of eVouchers will not be permitted or given.

HEALTHY 365 APP TECHNICAL SUPPORT

1. Do I need Internet connection to use the Healthy 365 app?

The Healthy 365 app requires Internet connection (data plan or WI-FI connection) to claim the eVoucher code and to utilise the eVoucher.

2. I am unable to find the Healthy 365 app on the Apple App Store or Google Play Store. What should I do?

For iPhone users, please check that your iTunes account is synced to Singapore. To find out, kindly follow the steps below:

- a. Go to Settings
- b. Click on 'iTunes & App Stores'
- c. Click on your Apple ID and view it
- d. Ensure that 'Singapore' is selected for Country/Region

If necessary, please restart the Healthy 365 app and try again.

For Android users, please check your device to ensure that it is supported by Google Play Store.

If the problem persists, kindly email HPB to check your Operating System (OS) version is supported by our Healthy 365 app.

3. Why are some text cut off in the Healthy 365 app?

Kindly go to your phone settings to change your phone's font size to small and try again.

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

No, each person must sign up individually on a smartphone. Each smartphone can only be registered with one (1) account.

5. I accidentally deleted the Healthy 365 app and now my data is missing.

Please use the data restoration feature on the "Profile" tab to retrieve your data.

6. Why can't I restore my data?

Please ensure that you have previously created a profile on the Healthy 365 app. If you did not, your data cannot be restored. Please also check that you have Internet connection in order to restore your previously saved data.