

Section 1: General

1. What is the National Steps Challenge™?

The National Steps Challenge™ is a physical activity initiative by the Health Promotion Board (HPB) to encourage Singapore residents to be more physically active every day, anytime and anywhere. This is the fourth season of the National Steps Challenge™, which was first launched in November 2015.

2. How does the National Steps Challenge work?

For participants who use smartphones, the National Steps Challenge™ Season 4 (NSC4) will be conducted via the Healthy 365 mobile app which is available for free download on Google Play Store or Apple App Store. Participants will also have the option of selecting different steps tracking modes, including app-based tracking and other compatible fitness tracking devices. Registration for the National Steps Challenge™ Season 4 will be available on the Healthy 365 mobile app from 14 September 2018 onwards.

Once a profile on Healthy 365 mobile app has been created and the preferred fitness tracking mode has been selected, all participants need to do is to start moving and be physically active to earn Healthpoints. The Healthpoints earned will allow you to redeem sure-win rewards. The daily steps clocked will also earn you up to 3 lucky draw chances per day to participate in our Grand Draw.

Non-smartphone participants can sign up at National Steps Challenge™ public roadshows from 28 September 2018 onwards. Non-smartphone participants will only be able to participate using the HPB-issued fitness trackers.

3. What is new in NSC4?

Other than the number of steps, the Health Promotion Board (HPB) will be nudging Singaporeans towards moderate to vigorous intensity physical activities (MVPA) in NSC4. HPB will be rolling out a new MVPA category and a slew of mini challenges to help participants achieve the recommended 150 minutes of MVPA per week.

In NSC4, all participants will be given a free heart rate monitoring fitness tracker. This includes the returning participants, i.e. those who have participated in previous seasons of NSC and have already collected their free HPB steps tracker. The new fitness tracker will track steps as well as heart rate to compute MVPA duration.

In addition, new Completers, i.e. those who completed the sixth tier of the steps Sure-win reward in Season 3, between 28 Oct 2017 and 31 March 2018 will be eligible for a Completer's Kit, which includes the heart rate monitoring fitness tracker, a limited edition Completer's T-shirt and an A5 notebook. Completers who have completed their sixth tier in Season 2 and have already collected their Completer's Kit in Season 3 are not eligible for the Completer's Kit in NSC4 but can still collect the new heart rate monitoring fitness tracker as a returning participants. Completers who have completed their sixth tier in Season 2 and have not collected their Completer's Kit are still eligible to collect the Completer's Kit in Season 4.

4. When does NSC4 start?

NSC4 will officially kick off on 27 October 2018. While participants may sign up for NSC4 on the Healthy 365 mobile app and collect their fitness tracker earlier, the steps and MVPA duration tracking on the Healthy 365 mobile app will not start before 27 October 2018. Healthpoints may only be earned from 27 October 2018 onwards.

5. What are “Returnees” and “Completers”?

Returnees, or returning participants, are those who signed up for previous seasons of NSC (NSC1, 2 and/or 3). Completers are participants who have completed all 6 tiers of the steps Sure-win rewards.

In NSC4, both returnees and Completers are eligible to collect the new heart rate monitoring fitness tracker if they meet the eligibility criteria. Completers, in addition, will receive an exclusive NSC4 edition of the Completer’s Kit which also include a limited edition Completer’s T-shirt and a A5 notebook, if they have not collected the Completer’s kit before.

Section 2: HPB fitness tracker collection and usage

1. What are the collection eligibility criteria?

Only Singaporeans/Permanent Residents, 17 years old and above, may collect the free HPB fitness trackers. This applies to returning participants as well.

2. How many free HPB fitness trackers can I collect?

If you fulfil the collection criteria, you may collect one tracker for yourself.

If you are collecting on behalf of other people, you may collect up to a maximum of 3 trackers (including your own).

If you are collecting for yourself only, you will need to bring along your original NRIC or photo ID for collection. If you are collecting on behalf, you will need to provide the original or photocopy of NRIC or photo ID of the person(s) you are collecting on behalf of is required.

3. Where can I collect my free HPB fitness tracker?

You may collect your free HPB fitness tracker by referring to the schedule of collection sites. Please make an appointment on <http://stepschallenge-appointment.com> before proceeding to the collection sites.

Please read the collection eligibility carefully before heading down to a collection site. Certain sites might only cater to new participants. Returning participants and Completers are advised to only proceed to the respective collection sites which are clearly indicated as for “Returning participants” or “Completers”.

Please ensure that you proceed to the collection site on the pre-booked date and time only. **Walk-ins at these sites will not be entertained.**

| Malls | |
|--|------------------|
| Completers may start collection from 24 Sep 2018 | |
| Bedok Mall | City Square Mall |
| Hillion Mall | Hougang Mall |
| JCube | Star Vista |
| Tampines Mall | Waterway Point |
| West Mall | White Sands |

| Retail Partner Outlets | |
|--|-----------------------------|
| Completers may start collection from 24 Sep 2018 | |
| Changi City Point, Liv Activ | Marina Square, Running Lab |
| Suntec City Mall, 2XU Performance Centre | Suntec City Mall, Liv Activ |
| Velocity @ Novena Square, Running Lab | West Gate, Running Lab |

| SingPost Branches | |
|--|---------------------|
| Returnees may start collection from 24 Sep 2018 | |
| New participants may start collection from 29 Oct 2018 | |
| Ang Mo Kio Central | Bedok Central |
| Bishan | Bras Basah |
| Bukit Batok Central | Bukit Panjang |
| Bukit Timah | Changi Airport |
| City Square | Clementi Central |
| Clementi West | General Post Office |
| Geylang East | HarbourFront Centre |
| Hougang Central | Jurong East |
| Jurong Point | Jurong West |
| Lim Ah Pin | Novena |
| Pasir Panjang | Potong Pasir |
| Serangoon Garden | Suntec City |
| Tampines Central | Tanglin |
| Teban Garden | Thomson Road |
| Tiong Bahru | Toa Payoh Central |
| Toa Payoh North | Whampoa |
| Woodlands Central | |

4. Can I change my appointment?

Yes. Please change the appointment via the booking URL <http://stepschallenge-appointment.com>.

5. Can I show a softcopy of confirmation letter?

If you are collecting for yourself only, you may choose to print or provide the softcopy of the confirmation letter and present it with your original NRIC or photo ID for collection.

However, for collection on behalf, the original authorisation letter must be printed and signed and presented together with a copy of the respective NRIC or photo ID for collection.

6. I have previously made an appointment for 3 HPB fitness trackers but one of them has collected through the roadshow separately. Can I collect the additional fitness tracker under a different NRIC?

You will need to update your appointment and change the participant details in order to collect under a different NRIC. You will receive a new authorisation letter for the new participant and you will need to bring down the original signed copy of the authorisation letter for the collection.

7. Am I able to collect a fitness tracker at the roadshow if I have already scheduled an appointment at the mall or SingPost?

Yes, you may collect a fitness tracker if you have not previously collected one. Please cancel your appointment upon collecting your fitness tracker at the recruitment roadshow.

8. I am indisposed to visit the roadshows or SingPost or any of your other tracker collection sites to collect the tracker. Can I request for the tracker to be mailed or delivered to me? I am willing to pay for the mailing or delivery service.

No, we do not provide mailing or delivery services. Trackers are only available at our published collection sites. Request to mail or deliver the trackers will not be considered.

9. Can someone else collect the fitness tracker on my behalf?

If you are unable to collect the HPB fitness tracker personally, you can authorise someone else to collect on your behalf after you have successfully signed up for NSC4. The authorised person must produce the original or photocopy of your NRIC for verification of eligibility during collection. Each person can only collect up to 3 HPB fitness tracker (including his/her own tracker). The original or photocopy of NRIC or photo ID of the person(s) you are collecting on behalf of is required.

10. What if I missed my appointment?

Please change your appointment at www.stepschallenge-appointment.com. Please do not attempt to collect from the appointment-based collection sites without an appointment as walk-ins will not be entertained.

11. If I do not like the fitness tracker offered to me, can I change to a different model?

Exchange for different fitness tracker model is strictly not allowed.

12. If the fitness tracker allocated to me is faulty, can I change to a different model?

If the fitness tracker provided is faulty, you may do a one-for-one exchange for a new fitness tracker of the same model for free. Exchange for a different fitness tracker model is strictly not allowed.

If you would still like to obtain a different model of HPB fitness tracker, you may approach our authorised service providers to purchase one.

13. What do I do if the fitness tracker becomes faulty?

As long as the fitness tracker is still within the 12-months warranty period, participants may do a one-for-one exchange of their faulty fitness trackers at the authorised service providers' outlets.

Alternatively, you can visit National Steps Challenge™ Customer Care Centres.

Participants are required to bring the faulty fitness tracker as well as the full packaging, if available, to facilitate the exchange.

As stated within the product guide, the tracker is only guaranteed against manufacturer's defects and covers defects in materials and workmanship. The warranty does not cover wear and tear, excessive abuse or misuse and damage arising from failure to follow instructions relating to product use. This means decreased battery life due to constant over

charging, scratches, broken straps, screen cracks, water seepage and breakage shall not be covered. Accessories such as charging cable (if any), detachable straps and strap pins are also not covered within the warranty.

You are strongly encouraged to read the user manual carefully for a better understanding of how to use your fitness tracker. The assessment by our Customer Care officer for exchange of faulty fitness tracker is final and appeals of participants whose trackers are assessed to be ineligible for exchange shall not be considered.

Non-smartphone participants are strongly encouraged to visit the National Steps Challenge™ Customer Care Centres to exchange your faulty fitness tracker as you will require our customer care officers' assistance to pair your new tracker to your profile.

14. Are there any differences in the fitness trackers for new participants, returnees and Completers?

All the different models of fitness trackers have the same functions and are able to track steps and heart rate.

Section 3: New participants, Returnees, and Completers

A. New participants – signing up for NSC for the first time

1. When can I start booking an appointment to collect my tracker?

New participants to NSC4 may book appointments to collect their fitness trackers at SingPost branches starting 15 Oct 2018.

2. When can I go down to the collection site to collect my tracker?

New participants to NSC4 may collect their trackers at their preferred SingPost branch starting 29 Oct 2018, after booking an appointment.

B. Returning participants who have not completed all 6 tiers of the sure-win rewards

1. When can I start booking an appointment to collect my tracker?

Returnees to NSC4 may book appointments to collect their fitness trackers at SingPost branches starting 17 Sep 2018.

2. When can I go down to the collection site to collect my tracker?

Returnees to NSC4 may collect their trackers at their preferred SingPost branch starting 24 Sep 2018, after booking an appointment.

3. If I complete the 6th tier during NSC4, am I considered a Completer and can I collect the Completer's Kit?

You will be considered a Completer in NSC4 but you will not be eligible to collect the Completer's Kit in NSC4. The availability of the Completer's Kit in subsequent seasons will be announced in due course.

4. I've already collected my free steps tracker in Season 1/2/3. Can I still collect the new tracker in Season 4?

The HPB free fitness tracker is available to all Singaporeans and PRs, aged 17 years and above at the point of registration, who signed up for NSC4. This includes returning participants (i.e. past participants in previous seasons) and Completers (i.e. those who have completed all 6 tiers of the sure-win rewards in previous seasons) who are Singaporeans and PR and are 17 years old and above at the point of registration.

5. Why are returning participants who have collected the free steps tracker in previous seasons allowed to collect the tracker again when in previous seasons they are not allowed to do so?

In NSC4, a new Moderate to Vigorous Physical Activity (MVPA) category will be introduced. To participate in the MVPA category, participants will need to have a fitness tracker that can monitor heart rate. Therefore, all participants are entitled to a new fitness tracker this season.

6. I am a non-smartphone user. How do I collect my fitness tracker?

Non-smartphone users will be able to sign up for NSC4 at the National Steps Challenge™ Mega Roadshows starting 28 Sep 2018 and collect their fitness tracker at the same time, or at Healthy 365 Kiosks starting 27 Oct 2018. For Mega Roadshows schedule, please refer to stepschallenge.sg

C. Completers – returning participants who have completed all 6 tiers of the Sure-win rewards

1. When can I start booking an appointment to collect my tracker?

Completers may book appointments to collect their fitness trackers at Health Promoting Malls or retail partner outlets starting 14 Sep 2018.

2. When can I go down to the collection site to collect my tracker?

Completers may collect their trackers at Health Promoting Malls or retail partner outlets starting 24 Sep 2018, after booking an appointment. For location of the Health Promoting Malls or retail partner outlets, please refer to stepschallenge.sg.

3. What is the Completer's Kit?

To celebrate the achievements of the participants who have completed all 6 tiers of the steps Sure-win rewards, a limited edition Completer's Kit will be provided for all new Completers, i.e. those who have completed all 6 tiers in previous seasons of NSC and have not collected their Completer's Kit in NSC3/2017. In addition to the heart rate monitoring fitness tracker, the NSC4 edition of the Completer's Kit also comprises a Completer's T-shirt and a A5 notebook.

The following Completers are not eligible for the NSC4 edition of the Completer's Kit:

- Completers in NSC2 who has already collected their Completer's Kit in NSC3/2017
- New completers in NSC4, i.e. those who only completed the sixth tier from 27 October 2018 onwards

4. I took part in NSC2 but I only completed my 6th tier in NSC3. Am I considered a completer and what will I be able to collect from HPB for NSC4?

Yes, you are a Completer and you are eligible to collect the NSC4 Completer's Kit comprising of a heart-rate monitoring fitness tracker, a limited edition Completer's T-shirt and an A5 size notebook.

Completers can collect their Completer's Kit by referring to the schedule of roadshows and collection sites at stepschallenge.sg

5. Can I collect a Completer's Kit on someone's behalf?

If you are a Completer collecting for yourself, you may also collect on someone's behalf, on the condition that the person you are collecting on behalf of is also a Completer. You may collect up to 3 Completer's Kits. Please ensure that they are already registered for NSC4 and bring along the authorisation letter and their NRIC/photo ID for verification purposes.

If you are not a Completer but collecting for a Completer, you just need to bring along the authorisation letter and the Completer's NRIC/photo ID.

Please note that new and returning participants will not be able to collect at the collection sites for Completers (i.e. Health Promoting Malls and partners' retail outlets).

6. I completed my 6th tier in NSC2 and collected my Completer's Kit. Am I still eligible for the Completer's Kit?

No, each completer is entitled to only one Completer's Kit.

7. I completed my 6th tier in NSC2 but I did not collect my Completer's Kit. Am I still eligible for the collection of a Completer's Kit?

Yes, you may collect your Completer's Kit.

Please read the collection eligibility carefully before heading down to a collection site. Certain sites might only cater to new participants. Completers are advised to only proceed to the respective collection sites which are clearly indicated as for "Completers".

8. Can I change the size of the T-shirt in the Completer's Kit?

There will be strictly no exchange of T-shirts at the collection sites. Please ensure that you have indicated the correct T-shirt size during the online booking of the appointment, and that you have collected the correct T-shirt size at the collection site. Distribution of T-shirts will be on a first-come-first-served basis. Should your preferred size be unavailable at the collection site, please choose another size.

9. The tracker in my Completer's Kit is not working. Can I exchange it for a new one?

As long as the fitness tracker is still within the 12-months warranty period, participants may do a one-for-one exchange of their faulty fitness trackers at the authorised service providers' outlets.

Alternatively, you can visit National Steps Challenge™ Customer Care Centres. For information on the authorised service providers and Customer Care Centres, please refer to stepschallenge.sg.

Participants are required to bring the faulty fitness tracker as well as the full packaging, if available, to facilitate the exchange.

As stated within the product guide, the tracker is only guaranteed against manufacturer's defects and covers defects in materials and workmanship. The warranty does not cover wear and tear, excessive abuse or misuse and damage arising from failure to follow instructions relating to product use. This means decreased battery life due to constant over charging, scratches, broken straps, screen cracks, water seepage and breakage shall not be covered. Accessories such as charging cable (if any), detachable straps and strap pins are also not covered within the warranty.

You are strongly encouraged to read the user manual carefully for a better understanding of how to use your fitness tracker. The assessment by our Customer Care officer for exchange of faulty fitness tracker is final and appeals of participants whose trackers are assessed to be ineligible for exchange shall not be considered.

Non-smartphone participants are strongly encouraged to visit the National Steps Challenge™ Customer Care Centres to exchange your faulty fitness tracker as you will require our customer care officers' assistance to pair your new tracker to your profile.

10. I am a non-smartphone user. How do I collect my Completer's Kit?

Non-smartphone users will be able to sign up for NSC4 at Mega Roadshows starting 28 Sep 2018 and collect their Completer's Kit at the same time, or at Healthy 365 Kiosks starting 27 Oct 2018. After signing up for NSC4, they may go online to book an appointment to collect their Completer's Kit.

11. I am a Completer in Season 2 and have already collected my Completer's Kit with a Tempo steps tracker. Do I need to collect the new fitness tracker to take part in NSC4?

The Tempo steps tracker collected in NSC3 will only allow you to track steps in NSC4. To take part in the MVPA category in NSC4, you will need to collect a new HPB fitness tracker. You may make an appointment to collect at SingPost post offices or go the National Steps Challenge™ Mega Roadshows. Please refer to the roadshow schedule at stepschallenge.sg