

Frequently Asked Questions

1) How does eBonus Points work?

Step 1: Download the FairPoints App

Register NRIC/FIN no. in the FairPoints app. Free 6 eBonus Points will be awarded for first signup of the app (only applicable during the period of bonus points issuance).

Step 2: Collect eBonus Points

During the Loyalty Programme promotion, simply present your registered NRIC/FIN or Plus! Card at FairPrice, FairPrice Finest, FairPrice Xtra and Unity stores to collect eBonus Points on eligible purchases. Please ensure that your Plus! Card is linked to the NRIC/FIN registered in the FairPoints app.

Every \$30* spent in a single receipt = 1 eBonus Point

Points will be automatically updated in the FairPoints app.

**Not applicable to statutory items (4D, Toto, Singapore Sweep, vouchers and cigarettes).*

Step 3: Redeem eBonus Points

Once you've accumulated enough eBonus Points, kindly present your registered NRIC/FIN or Plus! Card at any FairPrice, FairPrice Finest, FairPrice Xtra and Unity stores to redeem the item of your choice from the Loyalty Programme. Points will be automatically updated to reflect the balance eBonus Points in the FairPoints app.

To participate in the Loyalty Programme promotion, you just need to register your NRIC/FIN in the FairPoints app. Present your NRIC/FIN or Plus! Card linked to your NRIC/FIN at the cashier checkout.

FairPoints app allows you to collect and accumulate eBonus points without having the need to keep the paper Bonus Points. The app also allows easy checking of balance points and detailed information about ongoing Loyalty Programme promotion. No more worries about losing the paper Bonus Points!

Promotion dates for Loyalty Programme vary. Please check in-store for more details or visit www.fairprice.com.sg/wps/portal/fp/loyaltyprogram

eBonus Points will be void after the redemption period for Loyalty Programme ends.

Make sure you have entered the correct NRIC/FIN card number. If it still doesn't work, please email us at general.feedback@fairprice.com.sg

Registration for eBonus Points is done in FairPoints app using NRIC/FIN. Nevertheless, at check-out you can collect eBonus Points presenting the Plus! Card linked to your NRIC/FIN.

Please ensure that your Plus! Card is linked to the NRIC/FIN used to register in the FairPoints app. Otherwise, you will not receive eBonus Points when presenting your Plus! Card.

To link your NRIC/FIN and Plus! Card, connect to [plus.com.sg/registration] (<https://plus.com.sg/registration>)

2) How can I participate in the Loyalty Programme promotion?

3) Why should I collect digitally?

4) What is the Loyalty Programme promotion duration?

5) What happens to my collected eBonus Points when the promotion ends?

6) While registering, the app says my card number is invalid.

7) Can I use my Plus! Card to collect eBonus Points?

8) I am presenting my Plus! Card at check-out but I am not receiving eBonus Points.

9) The number of eBonus Points in my overview is incorrect.

The number of eBonus Points should be updated automatically in your account. Note: At times, there may be a few minutes' delay. Please make sure you have entered the right information in the app. To do so, open the app and press 'Settings'. There you will see the card number you entered. If you have more questions, please email us at general.feedback@fairprice.com.sg

10) How can I tell how many eBonus Points I have currently collected?

You can check your current eBonus Point balance in the FairPoints app. Your eBonus Point balance is displayed at the top of the Home Page. Additionally, your point balance will be displayed on your receipt after each in-store purchase.

11) How do I know if the eBonus Points have been added to my account?

After your purchase, the eBonus Points will automatically be added to your balance. Note: At times, there may be a few minutes' delay. Keep checking your eBonus Point balance in the app to see when it's updated. When you open the app after the eBonus Points have been added, you will see an animation indicating how many eBonus Points have been added. Alternatively, please check through your transaction history.

12) My payment failed. What happens to my eBonus Points?

You will not receive any eBonus Points for the failed payment. The total balance of your eBonus Points will stay the same as before the failed payment.

13) What do I do with the paper Bonus Points that I have collected from other FairPrice supermarkets?

Please proceed to any FairPrice Finest and FairPrice Xtra Customer Service to convert your paper Bonus Points to eBonus Points.

14) Can I transfer my eBonus Points to my friends or families?

No, they are not transferable.

15) How do I redeem my eBonus Points for products?

After collecting the required number of eBonus Points for redemption, pick up the Loyalty Programme product from the display located in all FairPrice, FairPrice Finest, FairPrice Xtra and Unity stores and proceed to the cashier for payment. The cashier will scan your NRIC/FIN or Plus! Card. Choose the number of eBonus Points that you wish to redeem and the cashier will proceed with the payment.

16) Can I buy Loyalty Programme products without collecting eBonus Points?

Yes, you can buy the Loyalty Programme products at FairPrice retail prices without redeeming eBonus Points.

17) Is there a maximum number of Loyalty Programme products that I can redeem?

There is no limit to the quantity of Loyalty Programme products that you can redeem as long as you have enough eBonus Points.

18) The Loyalty Programme product that I want is out of stock.

Sorry for the inconvenience. Loyalty Programme products are delivered on a regular basis to the stores. Kindly ask our staff at the customer service desk when it will be back in stock.

19) Can I redeem my eBonus Points for Loyalty Programme products after the end of the promotion?

We will accept no redemptions after the promotion ends.

- 20) What can I do if I want to redeem and don't have enough eBonus Points (yet)?**
- Some Loyalty Programme products have more than one spend level to choose from. The lower spend levels require less eBonus Points (but you will have to pay a higher additional price). Alternatively, Loyalty Programme products can be purchased at the recommended retail price.
- 21) Can I exchange a Loyalty Programme product after I have redeemed eBonus Points for it?**
- Please check the redeemed Loyalty Programme product before leaving the store. Once redeemed, any broken or damaged Loyalty Programme products are considered sold.
- 22) Can I return Loyalty Programme products and get back the eBonus Points?**
- Redeemed Loyalty Programme products are considered sold. No returns are allowed.
- 23) Can I return Loyalty Programme products that have defect(s)?**
- Please check the redeemed Loyalty Programme product before leaving the store. Once redeemed, any broken or damaged Loyalty Programme products are considered sold.
- 24) The cashier told me I do not have enough eBonus Points to purchase a Loyalty Programme product at a discount, but my app says I have enough.**
- Please make sure the NRIC/FIN or Plus! Card registered for the FairPoints App is the same as the one presented at the cashier for eBonus Points redemption. To check the registered number used for the app, go to "Settings". There you will see the number you entered. Make sure both numbers are the same.
- 25) I just bought groceries and the cashier told me how many eBonus Points I collected in total, but the total doesn't show in the app.**
- The number of eBonus Points will be updated automatically in your account. Note: At times, there might be a few minutes' delay. Please make sure you have entered the right information in the app. To do so, open the app and press 'Settings'. There you will see the card number you entered. If you have more questions, please visit the customer service counter in store.
- 26) Can I use the same app and card number on another device?**
- Yes, you can see your eBonus Points on as many devices at the same time as you wish.
- 27) What happens to my eBonus Points if I uninstall the app?**
- Your eBonus Points are stored on our central system, so you can uninstall the app without any worry of losing your eBonus Points. Just make sure you remember which NRIC/FIN number you used.
- 28) The app says there is no connection.**
- Check that your phone is connected to the Internet while using the app.
- 29) The application crashed on my device; what should I do?**
- Please make sure that your phone is supported by the app and your software is updated to the latest Android or iOS version. If problems remain, uninstall and reinstall the app.
- 30) I purchased a product at FairPrice, but I don't see my transaction in the Transaction History.**
- Only purchases involving eBonus Points appear in the FairPoints app Transaction History.

31) Do I need to re-register for the FairPoint app for every Loyalty Programme?

Yes, please re-register your NRIC/FIN no. in the FairPoint app for every start of a new Loyalty Programme as each registration is only valid for the prevailing Loyalty Programme.

32) I have additional questions.

To contact us, please email general.feedback@fairprice.com.sg