

FREQUENTLY ASKED QUESTIONS

I) ABOUT THE VIVOCITY SG APP

1. What is the VivoCity SG App about?

The VivoCity SG App, available on both Apple App Store and Google Play Store, is a one-stop platform for shoppers to enjoy a seamless shopping experience at VivoCity. Find out about our latest happenings and events in the mall, easily browse through our store directory to locate your favorite retailers and check out their latest promotions and events. Manage your membership status and earn rewards all at once with the VivoCity SG App.

2. What features can I find in the VivoCity SG App?

Easily locate your favorite stores with our store directory, find out about promotions and happenings, dining choices and fun for kids at VivoCity. The App is also an all-in-one platform where you can manage your membership status for the VivoRewards Loyalty Programme and VivoCity Kids Club. Check the availability of carpark lots in advance and even tailor your interests for us to get to know you better!

3. What is the difference between the VivoCity SG App and VivoRewards+ Loyalty Programme?

The VivoCity SG App is VivoCity's official mall app. VivoRewards+ is an app-based loyalty programme that allows you to submit receipts on the go to earn VRPoints. The accumulated VRPoints can then be used to redeem rewards you love from our in-app rewards catalogue!

4. I would like to access some of the features in the VivoCity SG App (e.g. locate stores, check availability of carpark lots, view promotions etc.) but I do not have a VivoCity SG account, can I do so?

Register for a VivoCity SG account to access available features in the App. If you do not wish to create an account, you may also select 'Continue as Guest' to proceed.

5. I have downloaded the VivoCity SG App and would like to create a VivoCity SG account. What should I do?

Launch the VivoCity SG App and tap on 'New to the App? Sign up here'. Enter your email address to begin setting up an account. After entering your particulars, you will need to verify and activate your account through email to start using the App.

6. Is the VivoCity SG App available in all countries?

The VivoCity SG App is available globally on Apple App Store & Google Play Store.

7. How do I download the VivoCity SG App on my phone?

Simply search for 'VivoCity SG' in your Apple App Store or Google Play Store to download the VivoCity SG App.

8. Do I have to purchase the VivoCity SG App?

No, the VivoCity SG App is free for all to download.

9. Can I launch the VivoCity SG App on my phone?

The VivoCity SG App is supported on the following platforms:

- iPhone with iOS 11 or later
- Android device with Android 7 or later

10. How often do I need to update the VivoCity SG App?

App updates will be available on the Apple App Store / Google Play Store when there are new features to share. Updates will also be available when there are quick fixes for bugs.

11. I need help in downloading the VivoCity SG App, who can I contact?

You may visit www.vivocity.com.sg/vivorewards for information on how to download the VivoCity SG App or write in to support@vivocity.com.sg. Alternatively, you may visit our Customer Service Counters on Basement 2 / Level 1 for assistance.

II) SETTING UP YOUR VIVOCITY SG ACCOUNT

1. How can I sign up for a VivoCity SG account on the VivoCity SG App?

Launch the VivoCity SG App, tap on 'New to the App? Sign up here'. Enter your email address to begin setting up an account. After entering your particulars, you will need to verify and activate your account using the verification email sent to your registered email address to start using the App.

2. I would like to sign up for a VivoCity SG account but I encountered an error message ('Duplicate Email'), what should I do?

Your email address is a unique identifier for your VivoRewards+ account and our system has identified a duplicate record. Please write in to support@vivocity.com.sg or head down to our Customer Service Counters located at Basement 2 / Level 1 in the mall for assistance. Alternatively, you may sign up for an account using a different email address*.

*Please note that any spend accumulation, unused rewards, VRPoints or Parking\$ will not be transferred between accounts.

3. I encountered an error message ('Email Already Registered') when I tried to sign up, what should I do?

Records show that you may have an existing account with us. Please proceed to 'Login' with your email address via the VivoCity SG App to access your account.

4. I encountered an error message ('Email Not Found') while trying to log in. What should I do?

If your email is not found in our records, it could be possible that you did not verify and activate your account through the verification email sent to the registered mailbox. Kindly check your inbox and spam folders for the email or proceed to register for an account again.

5. I have a VivoRewards+ account, but I am unable to view both my VivoRewards+ and VivoCity Kids Club membership details. What should I do?

It could be possible that you have signed up for both programmes using different email addresses*. Please write in to support@vivocity.com.sg or head down to our Customer Service Counters located at Basement 2 / Level 1 in the mall for assistance.

*Please note that any spend accumulation, unused rewards, VRPoints or Parking\$ will not be transferred between accounts.

6. I have forgotten my password. How can I reset it?

To reset your password, please follow the steps below:

- Launch the VivoCity SG App and tap on 'Forget Password'
- Enter your email address
- A password reset email will be sent to you
- Follow the instructions in email to create a new password

7. How do I activate/deactivate the Touch ID function on the VivoCity SG App?

Simply access your phone settings to activate or deactivate Touch ID. You may also activate your Touch ID in-app under 'More' > 'Settings' > 'Touch ID'.

8. How can I update my personal particulars in my VivoCity SG account?

Launch the VivoCity SG App, go to 'More' > 'Profile' > 'Edit Profile' to update your personal particulars. Please note that any change in email address, registered vehicle numbers or date of birth can only be done at our Customer Service Counters or by writing in to support@vivocity.com.sg.

III) I AM AN EXISTING VIVOREWARDS MEMBER, WHAT DOES THE LAUNCH OF VIVOREWARDS+ MEAN FOR ME?

1. I am an existing member of VivoRewards, how do I sign up for VivoRewards+?

Existing VivoRewards members will just need to update the VivoCity SG App via your App Store upon the launch of VivoRewards+. Then, simply login with your existing login details and your profile will be updated automatically into a VivoRewards+ member.

2. What is the difference between VivoRewards+ and the previous VivoRewards?

VivoRewards+ is the enhanced shopper loyalty programme since October 2021, aimed to provide greater flexibility for members in using loyalty points earned from spending the mall. Accumulated VRPoints can be used to redeem attractive deals, shopping vouchers and Parking\$ from our Rewards Catalogue in-app.

3. What is the difference between VRPoints and REWARD\$?

VRPoints has replaced REWARD\$ with the launch of VivoRewards+ since October 2021. VRPoints allows members to redeem a plethora of rewards listed in the VivoRewards+ Rewards Catalogue, different from REWARD\$ which was only earned and used to offset parking charges. Parking\$ will now be listed as one of the items that can be redeemed with

your VRPoints should you wish to continue using your accumulated points to offset parking charges in the mall.

4. Can I still use my VRPoints to offset parking charges?

Yes you can! Accumulate VRPoints to redeem Parking\$ which can be used to offset parking charges. On top of that, your VRPoints can also be used to redeem a wide variety of rewards from our in-app Rewards Catalogue!

5. Points used to be credited into my account instantly when I spend in VivoCity, will this feature remain in VivoRewards+?

VivoRewards+ Instant Rewards with DBS ends on 31 January 2024. From 1 February 2024, VivoRewards+ members will no longer earn points instantly or receive 2x/4x VRPoints for their DBS/POSB card transactions. Continue earning VRPoints for every dollar spent! Simply upload your receipts on the VivoCity SG app and enjoy rewards.

6. What will happen to my unused REWARD\$ after VivoRewards+ launches?

The full value of any unused REWARD\$ accumulated in a member's account at the time of launch of VivoRewards+ has been transferred into your new VivoRewards+ account on 1 October 2021. You will see the balance reflected under Parking\$ for your use, following the original expiry dates. You may continue to add on to the balance of your Parking\$ in the new programme by using VRPoints to redeem Parking\$.

7. Is there any difference in the point accumulation process in the new VivoRewards+ programme?

- Same Snap. Earn. Enjoy process
- Still requires a \$20 receipt for submission
- But spend:point conversion has changed, \$1 spend = 1VRPoint
- There is an extra step to redeem Parking\$ with VRPoints should members wish to use VRPoints to offset parking charges

IV. ABOUT THE VIVOREWARDS LOYALTY PROGRAMME

1. What is VivoRewards Loyalty Programme?

VivoRewards+ is an app-based loyalty programme for shoppers to earn VRPoints when you shop and dine at VivoCity and use them to redeem exciting rewards. Simply download the VivoCity SG App on your mobile device and sign up for a VivoRewards+ membership account to start submitting receipts on the go.

2. Am I eligible to be a VivoRewards+ member?

The Programme is open to Singapore Citizens and Singapore Permanent Residents only. Only private cars are eligible for registration in the Programme. Motorcycles and commercial vehicles like vans and lorries are excluded from the Programme.

3. How can I sign up for VivoRewards+?

Sign up as a VivoRewards+ member with the following steps:

STEP 1:

Download the VivoCity SG App and enter your details to register for a VR+ account.

STEP 2:

Verify and activate account via email

STEP 3:

Start shopping to accumulate VRPoints!

4. Is there a membership fee?

No, membership is free.

5. Is the membership transferable?

No, transfer of membership is not permitted in this Rewards Programme.

6. How long is my membership valid for?

All members will become lifetime members once successfully registered. However, the mall management reserves the right to suspend or terminate a membership that displays suspicious or fraudulent behaviour and may require you to verify your ownership of the account as and when the need arises.

7. What is the difference between VivoRewards+ and the previous VivoRewards?

VivoRewards+ is the enhanced shopper loyalty programme since October 2021, aimed to provide greater flexibility for members in using loyalty points earned from spending the mall. Accumulated VRPoints can be used to redeem attractive deals, shopping vouchers and Parking\$ from our Rewards Catalogue in-app.

8. What is the difference between VRPoints and REWARD\$?

VRPoints has replaced REWARD\$ with the launch of VivoRewards+ since October 2021. VRPoints allows members to redeem a plethora of rewards listed in the VivoRewards+ Rewards Catalogue, different from REWARD\$ which was only earned and used to offset parking charges. Parking\$ will now be listed as one of the items that can be redeemed with your VRPoints should you wish to continue using your accumulated points to offset parking charges in the mall.

9. How many vehicles can I register under my VivoRewards+ membership account?

A member may register a maximum of 2 private cars per membership account. Please note that motorcycles and commercial vehicles like vans and lorries are excluded from the Programme.

10. I have 2 cars registered under my membership account but recently changed to a new vehicle. How can I update my vehicle records linked to the membership account?

Please write in to vivorewards@vivocity.com.sg or proceed down to our Customer Service Counters on Basement 2 / Level 1 to update your vehicle records. Kindly bring along your vehicle log card for verification.

11. Can I accumulate VRPoints for receipts that were given to me?

VRPoints can only be accumulated for your own purchases, all purchase receipts are non-transferrable and can only be used for a single submission. The mall management reserves the right to terminate or suspend any account suspected to engage in non-permitted practices.

12. Will I earn VRPoints if I spend at other Mapletree malls?

No, the VivoRewards+ Loyalty Programme is exclusive to VivoCity Singapore. VRPoints will only be credited for eligible purchases made in VivoCity Singapore.

13. I have other queries regarding my VivoRewards+ membership, who can I contact?

For any other enquiries related to VivoRewards+, please write in to vivorewards@vivocity.com.sg or approach the Customer Service Counters located Basement 2 / Level 1 for assistance.

14. How do I receive updates on the latest promotions, campaigns and account related information?

Depending on the preferred communication options you have selected during registration, you can receive our promotional materials and reminders via the following channels:

- Email notifications
- SMS notifications
- Push notifications

You may update your preferences via the VivoCity mobile app:

- For Email and SMS notifications: 'More' Tab > 'Profile' > 'Edit Profile'
- For Push notifications: 'More' Tab > 'Settings'

V. EARNING OF VRPOINTS

1. How do I earn VRPoints via the VivoCity SG App?

For manual receipt submission:

STEP 1:

Snap an image of your receipt

- Ensure that your receipt has a minimum purchase amount of \$20, and is submitted within 24 hours of purchase

STEP 2:

Resize your receipt image

- Adjust the corner pins to crop your receipt to achieve better receipt visibility

STEP 3:

Enter your purchase details

- Select store, receipt date and enter the purchase amount
- Submit receipt to earn VRPoints

Please ensure that these details are clearly visible in your receipt image:

- Mall name
- Store name
- Unit number
- Purchase amount
- Receipt number
- Receipt date & time
- Payment mode

Check your transaction status

Your receipt will be processed within 5 days. You may check the status of your submission in the 'Rewards' > 'Activity' tab. Please keep your receipt until your VRPoints has been successfully credited

2. Is there a minimum spend per transaction for receipt submission?

Yes, each receipt must have a minimum purchase value of \$20 for submission.

3. Which are the stores/receipts that qualify for VRPoints accumulation?

All printed receipts / tax invoices from tenants located within VivoCity shall qualify for VRPoints accumulation with the following exceptions:

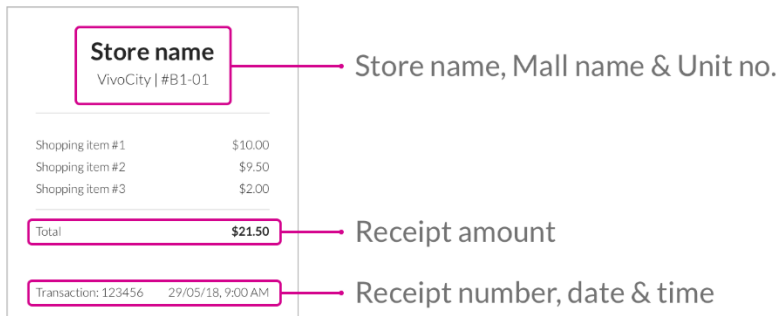
- Handwritten receipts
- Credit/debit card transaction slips

- NETS receipts
- AXS / SAM machine receipts
- Banks and ATMs
- Money changers
- Purchase of vouchers/gift cards and top up of stored-value cards
- Pushcarts
- Temporary vendors at promotional/atrium spaces
- Movie Ticket Stubs
- Package utilization receipts
- Mobile/Online ordering systems

4. What details should I be capturing in my receipt?

Please ensure that the following details are clearly visible in your receipt image:

- Mall Name
- Store Name
- Unit Number
- Purchase amount
- Receipt number
- Receipt date & time
- Payment mode



5. My receipt is too long and cannot be fully captured. What should I do?

To shorten the receipt, please fold the receipt from the middle. Please ensure that the following details are clearly visible:

- Mall Name
- Store Name
- Unit Number
- Purchase amount
- Receipt number
- Receipt date & time
- Payment mode

6. Must I submit my receipt on the same day of purchase?

All receipts must be submitted within 24 hours of purchase through the VivoCity SG App.

7. Can I upload more than 1 receipt at a time?

No, only one receipt image can be upload at a time. Uploading more than one receipt in a single snap may result in the receipts being declined.

8. Are purchases made before I join the VivoRewards+ Loyalty Programme valid for VRPoints?

Only receipts from purchases made after your VivoRewards+ membership has been successfully activated may be used to accumulate VRPoints.

9. What is the exchange rate for VRPoints?

Spend	VRPoints
\$1 (All Other Participating Stores)	1 VRPoint
\$5 (FairPrice X'tra)	1 VRPoint

VivoRewards+ members can earn up to a maximum of 1,000 VRPoints per day. Only receipts/transactions with minimum \$20 value will be processed for VRPoints crediting.

10. Is there a cap to the VRPoints I can earn in a day?

All members can earn up to a maximum of 1,000 VRPoints per day.

11. Will retailer discounts contribute to my VRPoint accumulation?

VRPoints are awarded based on the nett purchase value after deduction of discounts at all participating retailers.

12. I have submitted my receipt via the VivoCity SG App. How do I check my transaction status?

You can see your transaction status in-app under 'Rewards' > 'Activity'.

13. How long does it take for the VRPoints to be credited?

For manual receipt upload via the VivoCity SG app, VRPoints will be credited within 5 calendar days upon successful receipt verification. You may check in-app under 'Rewards' > 'Activity' for your transaction status.

14. How do I check my VRPoints balance?

You may check your VRPoints balance in-app under the 'Rewards' tab.

15. Will my VRPoints expire?

VRPoints accumulated in the current calendar year (1 Jan – 31 Dec) will expire on the last day of March* the following year. Members may check their upcoming VRPoints expiry on the VivoCity SG App. Any unused VRPoints will automatically expire or be forfeited upon the expiry date regardless whether the Member has received prior notice. Any request for extension will not be entertained.

Please refer to the table below for further illustration:

Date of Point Accumulation	VRPoints Expiry
1 June 2022	31 March 2023
15 December 2022	31 March 2023
1 January 2023	31 March 2024

*Updated 1 May 2022. Changes will affect all VRPoints earned from 1 Jan 2022 onwards. You can easily check the closest expiry date for your VRPoints in-app under 'Rewards' > 'VRPoints'.

16. Can I transfer my VRPoints to another member?

Transferring of VRPoints between members is not allowed.

VI. Redemption of Rewards

1. How do I redeem rewards or Parking\$ from the Reward Catalogue?

STEP 1:

Launch VivoCity SG app and under 'Rewards' select the reward you wish to redeem

STEP 2:

Ensure you have sufficient VRPoints and click on 'Redeem Now'

STEP 3:

Confirm your redemption by clicking on 'Redeem!'

Note: This action cannot be reversed. Redeemed vouchers and VRPoints deducted for redemption are non-refundable.

STEP 4:

Click on 'My Wallet' to view or utilize the redeemed voucher

2. I have redeemed a reward from the Reward Catalogue. Where can I find my redeemed eVoucher on the VivoCity SG app?

All redeemed vouchers are stored in the member's eWallet, simply click on 'My Wallet' in the Rewards tab.

3. How do I utilize the redeemed reward at store?

STEP 1:

Launch VivoCity SG App and select 'My Wallet' to choose the reward you wish to utilize

STEP 2:

Click on 'Use Deal Now'

STEP 3:

Scan QR code provided by the store and slide to confirm usage.

Note: This action cannot be reversed. Please approach store staff for assistance if required.

STEP 4:

Present the redemption successful message to store staff before clicking on 'Done'!

4. I tried to use my reward eVoucher at your tenant store. However, the store staff rejected to accept the eVoucher at the store? What should I do?

You may visit our Customer Service Counters located at Basement 2 / Level 1 for assistance. Alternatively, may write in to vivorewards@vivocity.com.sg.

5. Can I request for an extension for an expired redeemed eVoucher?

Redeemed vouchers cannot be extended and VRPoints redeemed are non-refundable.

6. I redeemed for a Mapletree eVoucher in-app but the store staff will not accept it as a form of payment in their store. What should I do?

Members who redeem the \$10 Mapletree eVoucher in-app is required to convert the eVoucher into a physical Mapletree voucher at our Level 1 Customer Service Counter before presenting it for use at tenant stores. Mapletree vouchers in the form of an eVoucher is currently not accepted in-store. Conversion of vouchers may only be made upon the verification of your VivoCity SG app profile page. The full value of all Mapletree eVouchers in your account/eWallet will be converted into physical vouchers at the point of conversion, shoppers are reminded to take note of the expiry date for each redeemed voucher.

7. What is the expiry date of the Mapletree eVoucher I redeemed on the VivoCity SG App?

All Mapletree eVouchers redeemed using VRPoints have a validity of 1 year from the date of app redemption (rounded to the last day of the month) unless otherwise stated. The physical voucher received upon exchange will carry the same validity date as stated on the eVoucher and any exchange must be made before the expiry date stated in app. We regret that any unclaimed vouchers after the date of expiry will not be replaced or refunded for any reasons whatsoever.

For example:

eVoucher Redemption Date	eVoucher Expiry Date	Physical Voucher Exchange date	Physical Voucher Expiry Date
1 Jan 2021	31 Dec 2021	30 August 2021	31 Dec 2021
25 June 2021	30 June 2022	1 July 2021	30 June 2022
15 Sep 2021	30 Sep 2022	30 Sep 2022	30 Sep 2022

8. How do I use my Parking\$ after redemption?

Members with registered vehicles in their account will automatically have their parking charges offset with the Parking\$ available in their account upon exiting the carpark. If the parking credits accumulated are insufficient to cover the parking charges, the balance will be deducted from the Cashcard.

9. How do I register my vehicle details?

- Launch the VivoCity SG App
- Navigate to 'More' > 'Edit Profile'
- Key in your vehicle and IU number
- Click on 'Save Changes' to complete registration

Only private cars are eligible for registration in the Programme. Motorcycles and commercial vehicles like vans and lorries are excluded from the Programme.

10. Is there an expiry date for the Parking\$ redeemed?

All redeemed Parking\$ will be valid for 3 months from month of redemption, rounded to the last day of the 3rd month. e.g. Parking\$ redeemed between 1 – 30 September 2021, will expire 31 December 2021.

Please refer to the below for an example of our Parking\$ expiry system:

Date of Redemption	Parking\$ Expiry
1 September 2021	31 December 2021
15 September 2021	31 December 2021
30 September 2021	31 December 2021
1 October 2021	31 January 2022

11. Can I request an extension for expired Parking\$?

The expiry date of redeemed Parking\$ cannot be extended and VRPoints used is non-refundable.

VII. About VivoRewards+ Rewards Catalogue

1. What is the VivoRewards+ Rewards Catalogue?

VivoRewards+ Rewards Catalogue is a curated in-app catalogue that brings shoppers a wide scope of easy redemption opportunities against your VRPoints. Members can browse a variety of rewards and use your available points to redeem a reward of choice.

2. What type of rewards can I redeem with my VRPoints from the Reward Catalogue?

Shoppers are able to redeem exciting deals such as store vouchers, Mapletree vouchers, Parking\$ and more from the Rewards Catalogue on our VivoCity SG App. Available rewards will be refreshed periodically so make sure to check in often for new additions!

3. I am about to redeem a store eVoucher on the Rewards Catalogue, where can I see information on the validity period and Terms & Conditions of the eVoucher?

Voucher validity period and Terms & Conditions are stated on the rewards listing in app.

4. What are Flash Deals?

Flash Deals offer attractive rewards made available for redemption at greatly reduced Redemption Point Values (RPV) within a specific time window with limited quantities available.