

1. What is this challenge about?

The “Shop, Ride & Earn Challenge” is jointly organised by NTUC FairPrice, NTUC Link and CDG Zig to reward users for shopping with the FairPrice Group app at FairPrice, Unity and Cheers stores, online at www.fairprice.com.sg, and riding with the CDG Zig app.

2. How do I join this challenge?

To participate in this challenge, you will need to be a user of both FairPrice Group and CDG Zig apps. You can join this challenge from FairPrice Group or CDG Zig apps by first connecting your accounts. The connection can be initiated from either of the apps.

Connecting your accounts on the FairPrice Group app:

1. Go to the FairPrice Group app
2. Select Account profile on the top left-hand corner of page
3. Select Play & Win
4. Select the current month’s ongoing “Shop, Ride and Earn Challenge”
5. Click “Connect and start the challenge”. Ensure you have the CDG Zig app installed on your device and are logged on to complete the connection process
6. Once your accounts are connected successfully, you are officially participating in the challenge!

Connecting your accounts on the CDG Zig app:

1. Go to CDG Zig app
2. Shop, Ride and Earn Challenge banner will appear on CDG Zig shopfront page, or ZigRewards page
3. Click Join to go to the challenge detail page
4. Click on “Start Challenge” at the end of the challenge detail page
5. Click “Connect and start the challenge”. Ensure you have the FairPrice Group app installed on your device and are logged on to complete the connection process
6. Once your accounts are connected successfully, you are officially participating in the challenge!

3. Can I join the challenge in the middle of the month?

Yes, you can join the challenge at any point of time during the campaign period. Your nett spending on both apps made in the month of joining will be counted towards the challenge’s qualifying spend.

4. What are the transactions eligible for the qualifying spend?

For the FairPrice Group app, the qualifying spend for this challenge includes nett transaction amount from eligible orders made with the FairPrice Group app at all FairPrice, Unity, and Cheers stores and online [www.fairprice.com.sg/].

An eligible order made via the FairPrice Group app includes:

- “Scan & Go” and “Pay / Earn” (Earn/redeem of Linkpoints and/or payment) in-store transactions
- Online grocery transactions (www.fairprice.com.sg) made with a FairPrice Group account connected to a Link membership

Transactions made with physical Link Rewards cards (Link card, NTUC card, nEbO card, Trust Link Credit/Debit Card, NTUC Link Credit/Debit Card) as a membership identifier in-stores will **not qualify**.

Note that qualifying spend on groceries does not include non-rebatable items listed [here](#). An online grocery order will be considered as a qualifying spend after the delivery is completed and will exclude all discounts, promotions, offers, promo codes, delivery fees, and service fees. In addition, Business Orders will not count towards the challenge’s qualifying spend.

For the CDG Zig app, qualifying spend for this challenge includes completed in-app transactions for Car Rides, Pay for Street Hail, Bus Rides, Airport Coaches, and Deals.

5. How do I track my progress?

You can track your spending progress on the challenge detail page on both CDG Zig and FairPrice Group apps where you will see the progress bar. This progress bar will show you the amount of qualified spend

you have made so far and the qualifying spend to unlock the rewards. You will receive notifications on either CDG Zig or FairPrice Group apps once you meet the qualifying spend.

6. What is the qualifying period for each challenge?

This is a monthly challenge that will start on the first day of every month and end on the last day of that month. The challenge will restart on the first day of the subsequent month and the progress bars will be reset to "0".

7. Do I have to join the challenge manually each month?

No, your participation in the challenge will be automatically renewed every month as long as your FairPrice Group account is connected to the CDG Zig app account.

8. How do I stop participating in the challenge?

You will have to disconnect the CDG Zig and FairPrice Group accounts to terminate your participation in this challenge.

9. Will I be part of the challenge even after uninstalling the app?

You will not be able to participate in the challenge if you uninstalled the FairPrice Group app or CDG Zig app.

10. Can I disconnect and connect the accounts again?

Yes, you can disconnect and connect to the same CDG Zig app and FairPrice Group accounts. You will not be able to connect to an account different from what you have connected to previously.

11. How do I disconnect my FairPrice Group account from my CDG Zig app account?

You can disconnect the accounts both either of the apps.

Disconnecting your accounts on the FairPrice Group app:

1. Go to the FairPrice Group app
2. Select Account profile on the top left-hand corner of page
3. Select "Edit profile" on the top right-hand corner of page
4. Select "Settings" at the bottom of page
5. Select "Connected accounts"
6. Select "CDG Zig"
7. Select "Disconnect account"

Disconnecting your accounts on the CDG Zig app:

1. Go to the CDG Zig app
2. Select "Account"
3. Select "ZigRewards"
4. Tap on the "Shop, Ride and Earn Challenge"
5. Select "Manage Account" at the bottom of page
6. Select "Disconnect"

12. What types of rewards can I earn for completing this challenge?

The rewards are listed on the challenge detail page on your CDG Zig and FairPrice Group app.

13. Can I choose my reward, or is it predetermined?

The reward structure is predetermined and will be awarded to you once you have completed the challenge.

14. How can I redeem the rewards and loyalty points I've earned?

Information on redemption of rewards and loyalty points will be provided on the respective app's Challenge detail page. For Linkpoints, find out more about ways you can redeem [here](#).

15. Where can I find my FairPrice promo code?

1. Once you complete the challenge, the voucher details can be viewed on the challenge details page.

2. To view challenge page, click Profile > Play and Win > History > Shop, Ride & Earn Challenge.
3. Select the reward and copy the promo code.
4. Under FPON cart > Add voucher
5. Paste the code directly to apply.

16. How can I redeem my FairPrice promo code?

1. Visit www.fairprice.com.sg or open the FairPrice Group app and select 'Grocery Delivery'.
2. Browse FairPrice's wide catalogue of groceries.
3. Add items to cart.
4. In the Cart page - 'Promo code' section, click 'Add' & key in the promo code then click 'Apply'.
5. Proceed to checkout.

17. Why does my promo code show up as "invalid" on my account?

The promo code is only applicable to customers who have never placed any online or Scan & Go orders. It is also not applicable for Pay via the FairPrice Group app in stores.

18. Can I win the challenge more than once a month?

No, you can only win the challenge and earn the rewards once a month. You will get a chance to earn rewards again in the next month of the challenge as long as you are a registered user of both apps.

19. The challenge detail page shows that the rewards are fully issued. Can I still win the rewards upon completing the challenge?

As the rewards are limited and awarded on a first completion basis, you will only be awarded the rewards if you have completed the challenge before the rewards are fully issued.

20. I placed an online grocery order on the last day of the month. Will my order still be counted towards that month's qualifying spend?

Your online order will be counted towards the month's qualifying spend if the order is delivered within 7 days of the next calendar month. If the delivery date of your order is beyond the 7th day of the next calendar month, your order will be counted towards next month's qualifying spend instead.

21. Are the rewards transferable to others, or can they only be used by the account holder?

Rewards are non-transferable and can only be used by the account holder.

22. What do I do if I encounter technical issues while using the apps or tracking my spending?

If you encounter technical issues on the FairPrice Group app, or issues regarding your FairPrice Group app account, please contact FairPrice Group customer support for assistance [here](#) or call 6380 5858 (8:30 am to 6:00 pm daily).

If you encounter technical issues on CDG Zig app, or issues regarding your CDG app account, please email zigrewards@cdgtaxi.com.sg for assistance.

23. Where can I find the full terms and conditions of this challenge?

The full terms and conditions will be available on the challenge detail page on the CDG Zig and FairPrice Group app. It's important to read and understand these terms before participating.