

## **NKF Lifestyle Rewards Programme: Term and Conditions**

Last Revision Date: 10 July 2023

These **terms and conditions (“T&Cs”)**, and all subsequent revisions or amendments made by the NKF, shall apply to the **Lifestyle Rewards Programme (“Programme”)**.

Patient has accepted and agreed to be bound by the Programme T&Cs upon his/her participation in any campaigns and activities that enable him/her to earn Stamps and/or Rewards in relation to the Programme.

In these T&Cs, the words “we”, “our” and “us” refer to NKF and the words “patient”, “he/she” and “his/her” refer to participating patient.

### **1. About the Programme**

- 1.1. The Programme is an initiative by NKF to incentivise and reward its patients through the Renal Rehabilitation Programme (“RRP”) whereby the patient empower himself/herself with knowledge and skill of self-management, thus enabling him/her to adopt a healthy lifestyle behaviour. RRP shall mean the activity, task, and games as well as other platforms designated by NKF for the Programme.
- 1.2. The Patients will be able to participate in various activities listed on the RRP Platforms and accumulate points in the form of Stamps which can be used to redeem for rewards such as Voucher, Lucky Draw Entry and any other rewards (“Rewards”).

### **2. Eligibility**

- 2.1. To qualify for participation in the Programme, patient must:
  - 2.1.1. Be a NKF patient; and
  - 2.1.2. Without any cognitive issue or medical condition that causes adverse impact to his/her or other participants’ health when joining the RRP.

### **3. Lifestyle Rewards Card**

- 3.1. Patient will receive a Reward Card which would indicate his/her identity. Patient is to provide his/her full name, dialysis centre and other necessary information as may be required.
- 3.2. Patient is solely responsible for the security of his/her Reward Card and NKF shall not be liable in any way for any losses incurred or suffered by patient if the Reward Card is lost or misplaced.
- 3.3. For so long as the Programme is active, patient acknowledges and agree that NKF shall have the right, at its sole and absolute discretion, without any prior written notice to the patient to suspend, discontinue, remove, or disbar patient from participating in the Programme should there be any misconduct by the patient, non-cooperation by the patient, breaches by the patient,

suspicion of fraud, in which event, he/she may be referred to the relevant law enforcement agencies for investigation (where necessary) or for any reason whatsoever, including but not limited to unsafe or unruly behaviour that may result in harm or damage to that person or any other persons/NKF or that person's property or any other persons'/NKF's property/reputation.

- 3.4. Patient further acknowledges and agree that, for so long as he/she is blocked from the Programme as a result of Clauses 3.3, he/she will not be able to utilise his/her unused Rewards. Should his/her Stamps or Rewards expire during the period of suspension, the expired Stamps and/or Rewards shall be automatically forfeited, cancelled, and become null and void, and any request for an extension, exchange, replacement, or refund will not be entertained.
- 3.5. Any request by patient for the resumption of his/her participation in the Programme shall be determined at NKF's sole and absolute discretion. If, for any reason, patient no longer wish to participate in the Programme or in any other RRP's activities, he/she may contact individual dialysis centre's Rehabilitation Team during the centre's operating hours. By withdrawing from Programme, patient acknowledges that he/she shall have no claims whatsoever against NKF in respect of any outstanding Stamps and/or Rewards that have not expired or redeemed. If patient withdraw from the Programme or in any other RRP's activities, no additional data will be collected about him/her for this Programme. However, data that was previously collected about patient may continue to be used.

#### **4. Privacy Policy**

- 4.1. By participating in the Programme, patient agrees and consents to NKF's collection, use, and disclosure (including transfer) of personal data for RRP/Programme purposes.
- 4.2. Patient shall be responsible for providing accurate and valid information that is required for RRP/Programmes purposes.

#### **5. Issuance of Stamps**

- 5.1. Patient can earn Stamps by completing the various activities listed on the RRP, and the number of Stamps to be issued for each activity will be stated on the RRP. NKF's issuance of Stamps to patient may also be subject to additional terms and conditions for each activity stated on the relevant RRP Platform.

- 5.2. Patient acknowledges that there may be delays in the issuance of Stamps to him/her due to unforeseen circumstances such as technical issues or such other issues that is beyond NKF's control.
- 5.3. Stamps must be redeemed before the end of the Programme, and any Stamps not redeemed by the end date shall be automatically forfeited/cancelled and become null and void; and any request for an extension, exchange, replacement or refund will not be entertained.
- 5.4. Stamps can only be redeemed for Rewards and are not exchangeable for cash. Stamps cannot be transferred to any third party.
- 5.5. In the event of discharged from NKF, any unredeemed Stamps of the affected patient shall automatically be forfeited and cannot be transferred to another patient.
- 5.6. Any decision made by NKF under this Clause 5 shall be final and binding.

## **6. Redemption of Rewards**

- 6.1. Patient can redeem Rewards by using Stamps which are indicated on the Reward Card or other relevant records. He/she will have to meet the following achievement during the Qualifying Period from 1 August 2023 to 30 Jun 2024 in order to make redemption:
  - 6.1.1. First redemption made when achieving 10 Stamps.
  - 6.1.2. Second redemption made when achieving 30 Stamps (inclusive of the 10 stamps in the first redemption).
- 6.2. NKF will publish the list of available Rewards and time period of redemption on NKF's promotional platform such as poster, email, messages, or other publicity method. Participants are to look out for such poster, email, messages, or other publicity methods themselves.
- 6.3. Patient may use his/her Stamps to redeem any Reward, subject to the availability of the Reward chosen and Provided the patient have sufficient Stamps to redeem the chosen Reward.
- 6.4. Any Reward once redeemed is not refundable, nor exchangeable for cash, Stamps, or for any other Reward.
- 6.5. Any Reward with expiry date once expired is not refundable, nor exchangeable for cash, Stamps, or for any other Reward.
- 6.6. In the event of discharged from NKF, any unredeemed Rewards of the affected patient shall automatically be forfeited and cannot be transferred to another patient.

6.7. Any decision made by NKF under this Clause 6 shall be final and binding.

## **7. Reward**

7.1. NKF reserve the right, at any time, without prior written notice to patient, to revise the Stamps redeemed by him/her as a result of system glitches, malfunction, failure or disruption, human error, dishonest or fraudulent means, or operational mistakes.

7.2. Any decision made by NKF under this Clause 7 shall be final and binding.

## **8. Vouchers**

8.1. NKF may issue Vouchers as one of the Rewards which patient may redeem using his/her Stamps. NKF reserve the right to issue Vouchers in any form as NKF may determine from time to time.

8.2. NKF reserve the right to decide on the type and value of Vouchers from time to time without prior written notice to patient.

8.3. Any decision made by NKF under this Clause 8 shall be final and binding.

## **9. Lucky draw**

9.1. The Lucky Draw is open to participant who has been awarded Lucky Draw Entry through their redemption of Stamps (refer to Clause 6 for detail redemption process).

9.2. For qualifying participants, NKF may issue Lucky Draw Entry, either in printable or digital form. He/she will receive:

9.2.1. One (1) Lucky Draw Entry on First redemption

9.2.2. Three (3) Lucky Draw Entries on Second redemption

9.3. NKF may, at its sole and absolute discretion, conduct 2 rounds of Lucky Draw with 15 winners or such other number of winners as NKF at its sole and absolute discretion deem fit. The winners will be chosen by random draw in each round. The time frame of Lucky Draw is subject to the organizational team's schedule.

9.4. NKF will announce the date of Lucky Draw and winners on NKF's promotional platform such as poster, email, messages, or other publicity channels.

- 9.5. NKF accepts no responsibility for entries not successfully completed due to technical fault, technical malfunction, computer hardware or software failure, network, or server failure of any kind.
- 9.6. The winners will be notified by email, call, or message (from details provided on the Participant's Entry Form) and must collect their prize at dialysis centre or other designated location along with their original NRIC within the collection period specified by NKF. If a winner does not respond to NKF within 7 days of being notified or fails to comply with any instructions specified by NKF, the winner's prize will be forfeited and NKF will be entitled to select another winner.
- 9.7. The prize for the winner is not refundable, nor exchangeable for cash, Stamps, or for any other prize. Where prizes contain a specific date during which the prize should be utilized, no requests for extensions or replacements whatsoever will be entertained. NKF expressly disclaims any warranties express or implied in connection with any prizes to the fullest extent permitted by applicable laws. The prizes may be subject to additional terms and conditions, and patient agrees to comply with all terms and conditions applicable to the prizes. In the event that the prize incurs any tax liability, such tax liability is the sole responsibility of the winner.
- 9.8. NKF reserve the right to replace the prize with an alternative prize if circumstances beyond NKF control makes it necessary to do so.
- 9.9. NKF decision regarding any aspect of the Lucky Draw is final and binding and no correspondence will be entered into about it.
- 9.10. Patient is deemed to have accepted and agreed to be bound by these terms and conditions upon entry.
- 9.11. NKF reserve the right to hold void, cancel, suspend, or amend the Lucky Draw at its sole and absolute discretion.
- 9.12. NKF will not in any circumstances be responsible or liable to compensate the winner or accept any liability for any loss, damage, personal injury or death occurring as a result of taking up the prize or participation in the RRP/Programme/Lucky Draw.
- 9.13. Any trademarks, graphic symbols, logos or intellectual property contained in any materials used in connection with the Lucky Draw, in particular that relating to the prizes, are the property of their respective owners. NKF and its affiliates and contractors are not affiliated with, or endorsed or sponsored by, such owners and their relevant affiliates.

## 10. General Provisions

- 10.1. NKF reserve the right to vary and amend these T&Cs at any time without prior written notice to patient.
- 10.2. NKF's decision on all matters relating to or in connection with the RRP/Programme/Lucky Draw shall be final and binding.
- 10.3. In these T&Cs, unless the context otherwise requires, the headings are inserted for convenience only and shall not affect the construction of these terms and conditions.
- 10.4. NKF's failure or delay in exercising any right or remedy shall not impair NKF's right to exercise them at any subsequent time. NKF's rights and remedies under or pursuant to these T&Cs are cumulative, may be exercised as often as NKF consider appropriate and are in addition to NKF's rights and remedies under general law.
- 10.5. These T&Cs shall be governed by, and interpreted in accordance with, the Laws of Singapore.
- 10.6. Please review these T&Cs periodically for changes and updates. To determine when these T&Cs were last revised, please refer to the Last Revision Date stated at the beginning of these T&Cs.