

NParks – AIA Explore A Route Challenge

Frequently Asked Questions (FAQs)

1. What is the NParks – AIA Explore A Route Challenge?

- a. The NParks – AIA Explore A Route Challenge is a special event held in collaboration with AIA where participants stand a chance to win attractive prizes by completing Challenges using the NParks Explore A Route (“NEAR”) Mobile Application.

2. How long is the duration/qualifying period of the Challenge?

- a. This is a two (2) month-long event beginning from 0000HR, 20 May 2022 to 2359HR, 20 July 2022 (both dates and times inclusive, “Qualifying Period”).

3. How many prizes are being given away and how much are they worth?

The following prizes (“Lucky Draw Prizes”) can be won during the Challenge:

- a. Grand Lucky Draw Prizes:
 - i. Three (3) units of 13” MacBook Air laptop valued at S\$1,449.00 (Recommended Retail Price);
 - ii. To be won by three (3) Participants.
- b. Consolation Lucky Draw Prize:
 - i. Ten (10) units of Fitbit Sense Watch valued at S\$418.00 (Recommended Retail Price);
 - ii. To be won by ten (10) Participants.
- c. Voucher Lucky Draw Prizes:
 - i. One hundred (100) units of Decathlon shopping vouchers, valued at \$50 each (each a “Lucky Draw Prize”);
 - ii. To be won by a total of one hundred (100) Participants.

4. How do I play the Challenge?

- a. Participants have to download and register for an account to use the NEAR Application.
- b. There are 9 Challenges (boxes) shown on the Challenge Board in the app. Each Challenge is indicated with a distance that the participant is required to complete by walking, running or cycling, while using the app’s Phyll My Trail – trail mapping/recording feature.

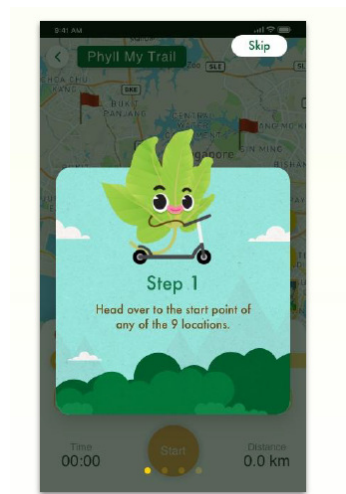


- c. Follow the instructions on the app to start the Challenge.

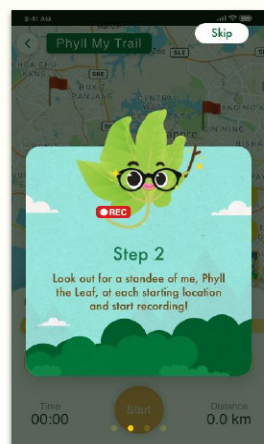
Step 1: Visit the start point at any of the nine (9) locations indicated on the Challenge Board.

The 9 start points are:

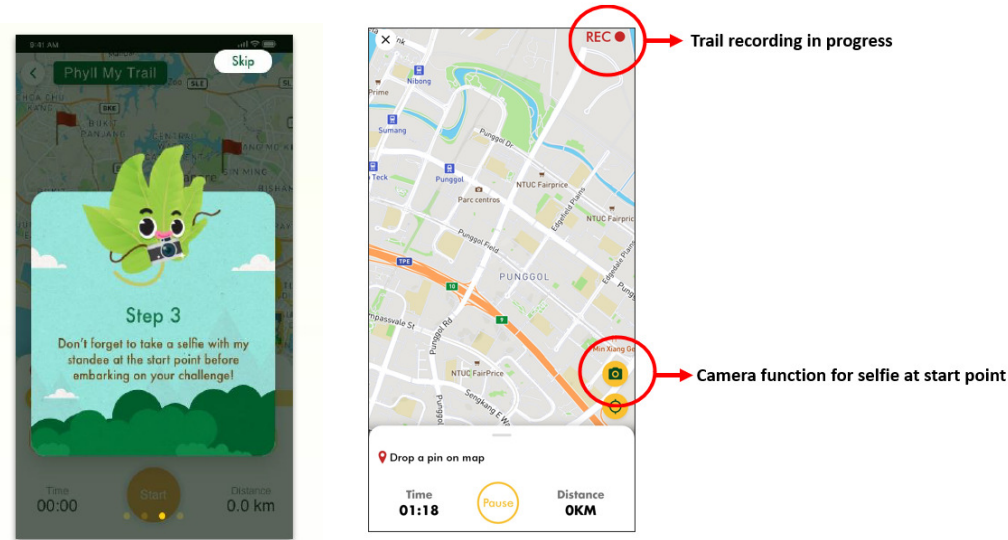
5. AIA Alexandra Building
6. Rower's Bay Park
7. Bukit Batok Nature Park
8. Punggol Park
9. East Coast Park
10. Admiralty Park
11. Sengkang Riverside Park
12. Toa Payoh Town Park
13. Punggol Waterway Park



Step 2: Look out for the event standee at each start point and start to record your trail using Phyll My Trail feature when you are at the start point.



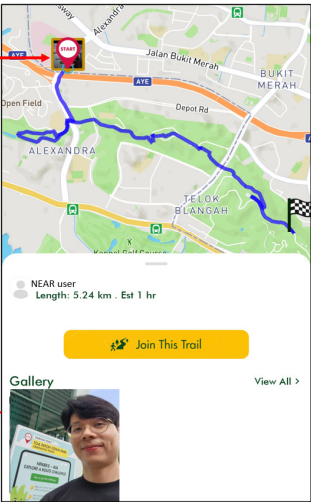
Step 3: Take a photo of yourself with the start point standee using the in-app camera function on Phyll My Trail feature. The photo will be attached automatically onto the trail you are recording before you commence your distance challenge.



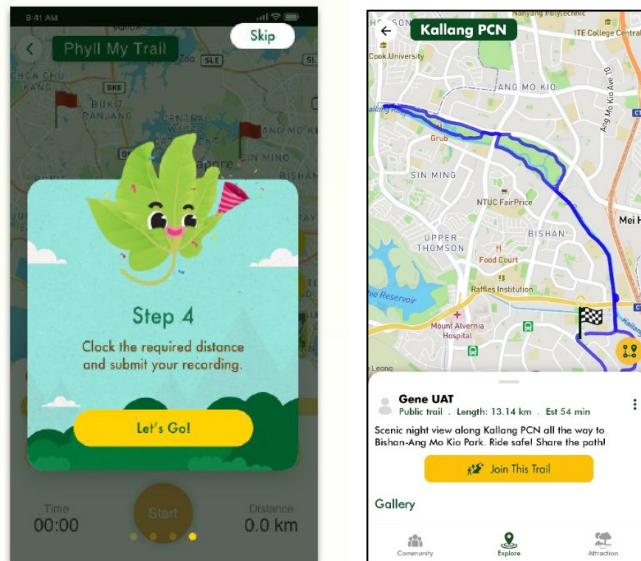
Selfie with event standee attached at start point.

Note: Please make sure that the selfie thumb nail appears on your trail before commencement of Challenge

Photos taken using the in-app camera while mapping the trail will be uploaded automatically onto the saved trail Gallery



Step 4: Start to map/record your trail and complete the distances shown on the Challenge Board using Phyll My Trail feature on the NEAR Application. Once you have completed the distance, share your progress by uploading your trail onto the NEAR Application. Make sure that you have your photo successfully attached at the start of the trail as indicated on Step 3 before you share your trail.



- a. Participants have to complete the distance indicated on the Challenge Board without pausing the Phyll My Trail recording feature. (i.e. map a trail with the required distance indicated in the Challenge in one go without stopping the recording).
- b. Once the recorded distance corresponds to the distance on Challenge Board, the box on the Challenge Board will be marked as completed (shown as a red box) automatically. It means the Participant has clocked the required distance and completed a Challenge.

3 type of status:



Green – New Challenge
Yellow – Challenge in Progress
Red – Challenge Complete

14. How can I win the Voucher Lucky Draw Prize?

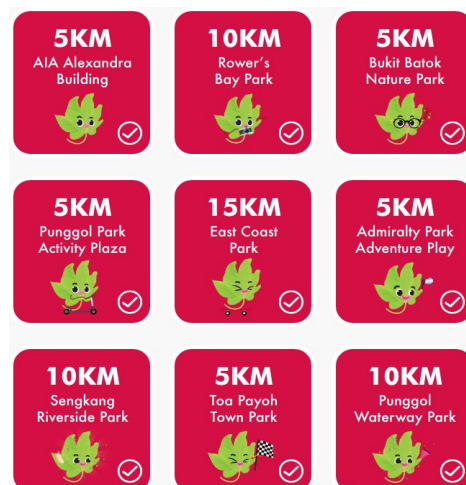
- a. Complete any 3 challenges/boxes in a row (Vertical, Horizontal, Diagonal) on the Challenge Board to earn 1 strike and 1 Lucky Draw chance to win a Voucher Lucky Draw Prize at the end of every month during the Qualified Period. Lucky draws for the Voucher Lucky Draw Prizes are held on 20 June 2022 and 20 July 2022.

The more strikes across the Challenge Board that you complete, the higher the Lucky Draw chances to win. Maximum strikes achievable is 8 strikes on the Challenge Board and this equates to 8 chances accumulated to win a Voucher Lucky Draw Prize at the end of every month. Each participant will only be allowed to win one Voucher Lucky Draw Prize during the Challenge.



15. How can I win the Grand Lucky Draw Prize or Consolation Lucky Draw Prize?

- a. Get 8 strikes (i.e. complete all 9 Challenges on the Challenge Board) to be eligible for 1 Lucky Draw chance to win a Grand Lucky Draw Prize or a Consolation Lucky Draw Prize.



16. Do I need to pay to participate in this Challenge?

- a. Participation in the Challenge is free.

17. Am I allowed to create more than one user account to increase my chances of winning?

- a. While a user can create multiple accounts in a mobile device, each mobile device is tagged to only one unique user account while participating in the Challenge. (i.e. the account needs to be active while mapping the trail in real time). Hence, only one chance is given per mobile device regardless of how many accounts are created on the device.

18. When will the Lucky Draw results be out?

- a. The winners of the Voucher Lucky Draw Prizes will be selected at random, at the Singapore Botanic Gardens, 1 Cluny Road, Singapore 259569 by representatives from NParks, on the following dates:
 - i. 20 Jun 2022 ("the First Lucky Draw Date"); and
 - ii. 20 Jul 2022 ("the Second Lucky Draw Date").
- b. The Winners of the Grand Lucky Draw Prizes and the Consolation Lucky Draw Prizes will be selected at random by NParks on the Second Lucky Draw Date at the Singapore Botanic Gardens, 1 Cluny Road, Singapore 259569.
- c. All winners selected through the Lucky Draw is at NParks' sole and absolute discretion.
- d. NParks reserves the rights to amend the Lucky Draw Dates at its sole and absolute discretion.
- e. Winners will be notified via email and/or phone call within 4 weeks after the Qualifying Period.

19. If I am the winner of the Grand Prize or Consolation Prize, where can I redeem my prize?

- a. Collection of the Grand Lucky Draw Prizes and Consolation Lucky Draw Prizes will be at Singapore Botanic Gardens, 1 Cluny Road, Singapore 259569, unless otherwise notified by NParks.
- b. NParks will notify and contact the winners through the email account registered in the NEAR Application.

20. If I am a winner of a Voucher Lucky Draw Prize, where can I redeem my prize?

- a. Voucher Lucky Draw Prizes will be mailed out to the winners through registered mail for physical voucher or through email for e-voucher.
- b. NParks will notify the winners through the email account registered in the NEAR Application.

21. Benefits for AIA Vitality Members

- a. AIA Vitality Members will be credited with 50 vitality points for each completed challenge/trail. A total of 450 vitality points can be earned for the completion of all 9 challenges/trails.
- b. AIA Vitality Members are required to submit the AIA Vitality membership number into the field as shown below, located on the event screen in the NEAR App.

Are you an AIA Customer?

Yes No

AIA Vitality Members' Special

Enter your AIA Vitality membership number below to earn 50 Vitality points for each completed trail on the challenge board. Earn up to 450 Vitality points when you complete all nine trails!

Note: you may skip this if you are not an AIA Vitality member.

V123456789

Submit

Please ensure that your AIA Vitality membership number is correct. AIA Vitality Membership account must remain active at the time of points crediting. The AIA Vitality points will be credited by 31 Aug 2022. It will reflect as "Points Adjustment" in the points statement and dated as 12 Jul 2022, which is the last day of the event. The AIA Vitality points credited will be added to your overall AIA Vitality status points.

22. Is there a guide on how to use the NParks Explore A Route (NEAR) App?

- a. A user guide is available on the app via Explore → User Profile → Settings → User Guide
- b. Please read the Terms and Conditions of the Challenge before participating.

23. Where can I report an error, app bug/glitch?

- a. Users can submit a report via the in-app feature at Explore → User Profile → Settings → Report an App Bug.