

In this newsletter, we share with you updates on the launch of digital vouchers and answers to frequently asked questions regarding the digital vouchers to help you better understand how to use them. We also share insights from our recent meet-ups with some of the Singapore Life Panel® (SLP) members and findings from mask wearing behaviour amongst older adults in recent months.

Launch of e-Vouchers

In April 2024, we began issuing RedeemSG e-vouchers to respondents who opted for digital vouchers. As of May 2024, 5,550 (69.6%) respondents have opted to switch to e-vouchers, while 2,429 (30.4%) respondents have opted to remain receiving physical vouchers. According to the April survey, the most common reason for those who opted for physical vouchers was not having a data plan on their phone, with about 36.2% of respondents citing this as one of the reasons for not opting for e-vouchers.

Feedback on digital vouchers

We asked respondents who had opted for digital vouchers for their feedback and if they had encountered any challenges using them. One main feedback included implementing a better way for respondents to keep track of their digital vouchers and extending the validity period of the digital vouchers. We would like to assure you that we take your feedback seriously and are looking at how to enhance your experience.

We understand that many of you have also encountered difficulties redeeming the vouchers in-store as cashiers may be unfamiliar with the digital vouchers, which has led to some frustrating experiences. We deeply apologise for the inconvenience and would like to assure you that we are actively working with RedeemSG to

reduce the occurrence of such instances to ensure that you are able to redeem the digital voucher in-store seamlessly. If you have encountered any difficulties in redeeming your digital voucher at a participating supermarket, please let us know the exact outlet so we may follow up on it.

e-Vouchers FAQ

To provide support for respondents in the transition from physical to digital vouchers, we have uploaded a comprehensive user guide to the SLP portal which contains information on how to use the digital vouchers, including videos demonstrating how to navigate the different self-checkout counters in the seven participating supermarkets. Additionally, we organised three outreach sessions in-person and through Zoom in May to guide respondents on the usage of the digital vouchers and to address any queries or concerns they may have.

We understand that some of you may be facing various issues or challenges with accessing or redeeming your e-vouchers, and we thank you for your patience and support in this transition. We have compiled an infographic with the frequently asked questions (FAQ) for your reference. We hope you will find this useful in using the e-vouchers.

REDEEMSG e-vouchers **FAQs**



● RECEIVING VOUCHERS

Q: Where & when will I receive my e-voucher?

A: The link to your e-voucher will be sent to your registered mobile number by text message (SMS) within a week after the survey closes. The SMS will be sent from sender ID "SMU". Please ensure that your mobile number is active and up to date.

Q: I opted for e-vouchers but did not receive the SMS with the e-voucher link. What should I do?

A: Do ensure that the mobile number you registered with us is active and up to date. The link to your e-voucher will be sent to you by text message (SMS) within a week after the survey closes. If you have completed the survey and do not receive the SMS in that timeframe, you may contact us via the centre hotline or email.

Q: Can you send me a consolidated list of all my e-vouchers?

A: We are unable to send a consolidated list of all your e-vouchers. The vouchers will be sent in separate links each month. We encourage you to delete the SMSes after you have redeemed the e-vouchers so that your SMS inbox would only display unused voucher links.

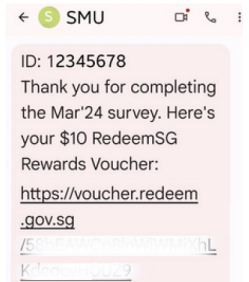
Q: Can I receive the e-voucher SMS on my prepaid card?

A: Yes, as long as you are able to receive SMSes, you will be able to receive the e-voucher SMS.

Q: How can I be sure that the SMS I received is from SMU & not a scam?

A: The SMS will look like this, from sender ID "SMU".

Please ensure that the voucher link you receive starts with **https:// voucher.redeem.gov.sg/**. Do not trust or click on any voucher links starting with other prefixes. Please be assured that ROSA will never send SMSes asking for your banking details to claim your vouchers. Your SingPass is **NOT** required to claim the vouchers.



Q: What should I do if I accidentally deleted the SMS containing the voucher link?

A: You may contact us to request for the SMS to be resent to your mobile number.

● REDEEMING VOUCHERS

Q: Where can I use my e-voucher?

A: Your e-voucher can be used in-store at the following 7 supermarkets islandwide: Cold Storage, Giant Singapore, Hao Mart, NTUC FairPrice, Prime Supermarket, Sheng Siong, and U Stars. Cashiers with the '**REDEEMSG REWARDS**' decal will accept the RedeemSG voucher. E-vouchers can be redeemed at self-checkout counters. Do note that vouchers are **not valid** for purchase of alcohol, lottery products, or cigarettes.

Q: Can I combine & use multiple e-voucher links in a single purchase?

A: Yes, you may present the e-vouchers one at a time to the supermarket cashier.

Q: I do not have a mobile data plan & am not able to access the link at the supermarket.

A: You may access the link using your home Wi-Fi, then take a screenshot of the voucher QR code and show the screenshot image to the cashier at the supermarket.

Q: If the items I purchase cost less than \$5, can I use the e-voucher & bring forward the balance?

A: The voucher denomination is \$5. You will not be able to bring the balance forward if you spend less than \$5.

● VOUCHER VALIDITY & OTHERS

Q: How long is the e-voucher valid for? What is the expiry date of the e-voucher?

A: E-vouchers are valid for **6 months** from the time you receive them. You may refer to the "use by" date indicated below the voucher QR. Do remember to use your vouchers before they expire, as expired vouchers will not be retrievable as we are unable to extend the expiry date at this time.

Q: What can I do if the e-voucher expires? Will you be sending us reminders to use them?

A: We will not be sending reminders to use the e-vouchers before it expires. We encourage you look out for the expiry date of the vouchers and to use them within their validity period.

Q: Can I share my e-voucher with my family members or friends?

A: Yes, absolutely! You may copy the e-voucher link and paste it into your preferred messaging platform, such as WhatsApp, to send it to them.

Recent SLP Meet-ups



In our recent SLP meet-ups, we discussed the concerns surrounding ageing-in-place in Singapore, and the receptiveness towards Healthier SG amongst SLP members since its launch. SLP Members suggested raising awareness of in-place elderly care services or having a one-stop portal to list available services to better enable ageing-in-place, as these services are not as well-known.

Members also felt that the Healthier SG policies could be better explained, especially regarding the costs of medicines as many were concerned about how their medical costs would be affected, and suggested including Traditional Chinese Medicine in the programme to provide a more holistic range of treatments.

We deeply appreciate being able to hear your views directly from you, and we look forward to hosting more SLP members at our meet-ups in the coming months!

ROSA Staff Feature

Wei Tin



Wei Tin graduated with a Bachelor's degree in Social Science from Singapore Management University, majoring in both Psychology and Sociology. At ROSA, she

assists in academic and translational research, as well as with organizing data collection for both quantitative and qualitative research efforts. Her research topics of interest include those pertaining to gender, family, inequality, intersectionality, and demography. Specifically, she's interested in investigating how gender norms, familial structures and familial social economic statuses intersect to create inequalities for both women and men in a myriad of areas, such as in employment, education, caregiving and childrearing. She hopes that through her research efforts, individuals can have a better understanding about the underlying mechanisms driving certain societal practices in Singaporean society.

In her free time, she enjoys partaking in digital illustrating, reading, playing with her chihuahua, and watching true crime documentaries. For food, she loves all things spicy, especially thosai and chili cheese naan.

Noah

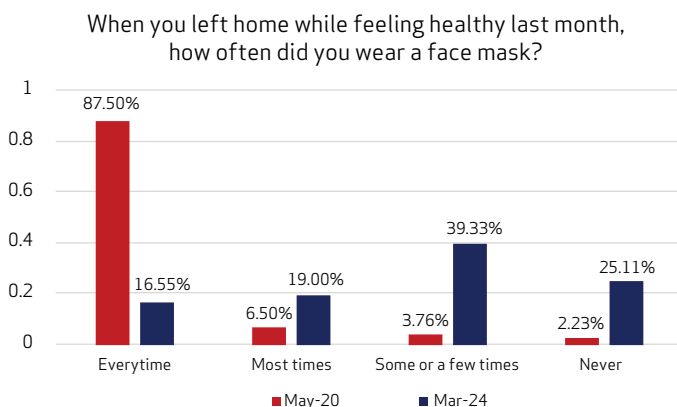


Noah joined ROSA as a Research Assistant this year. His primary responsibilities include assisting with economic research and quantitative studies in sociology.

Noah graduated from Singapore Management University with a master's degree in financial economics. He is dedicated to applying econometric models to the study of ageing in Singapore, delving deeply into the Singapore's economic and social aspects. Additionally, he aims to use data and models to inform and support policymakers. In his free time, Noah enjoys studying deep learning, swimming, and listening to pop music.

Research Snippet

In March 2024, we asked you how often you wore your mask each time you left your home in the previous month and compared the results with 2020. At the height of the COVID-19 outbreak, almost 9 in 10 respondents (87.50%) indicated that they always wore a face mask when leaving their home in April 2020. 4 years on, only 16.55% of respondents reported wearing a mask every time they left home in February 2024, while 1 in 4 respondents (25.11%) reported not wearing masks at all.



Although mask-wearing is no longer mandatory, it is still good practice to wear them when feeling unwell or visiting crowded places. Updated COVID-19 vaccines are also free for all eligible residents, and those enrolled under Healthier SG can receive the vaccine at participating Healthier SG clinics across the island.

About the Singapore Life Panel

As a member of the Singapore Life Panel, you are part of a group of about 10,000 respondents who are contributing to our understanding of successful ageing in Singapore. About 80% of the SLP were recruited in 2015 and the remaining 20% were recruited between 2021-2023. We thank you for consistently taking our surveys and sharing your comments.

Contact Us

If you have changed your address or telephone number, need any form of assistance in completing the survey, or have any questions or feedback, please contact us on our Centre Hotline at 6808 7910 (**10am to 5pm**, Mondays to Fridays) or at slp@smu.edu.sg. We are always happy to hear from you.