

VivoCity Kids Club Frequently Asked Questions (FAQs)

Membership – VivoCity Kids Club

1. What is the VivoCity Kids Club about?

The VivoCity Kids Club is a membership programme for families with young children. Specially for children aged 3 to 12 years old, the VivoCity Kids Club opens doors to a host of fun activities, exhilarating play times and great offers from your favourite stores all year round.

2. What are the benefits and privileges to sign up as a VivoCity Kids Club member?

As a Kids Club member, you can enjoy the following benefits and privileges:

- Birthday month offers
- Kids Club Year-long promotions
- Invitation to Kids Club events

3. How do I register my child(ren) as a VivoCity Kids Club member?

Please download the VivoCity SG App and sign up for a VivoCity SG App account. You may then register your child for an Ordinary Membership using the online registration form found under 'More Content > Kids Fun' or via the 'Rewards' tab in app. The mobile app account holder is automatically registered as the Kids Club Guardian Account holder upon Kids Club membership registration.

4. My child is an existing Kids Club member; would my child's membership profile be displayed in the VivoCity SG App?

If the Guardian's email address used during the Membership sign up is the same as the email address used to setup the VivoCity SG App account, the membership profile for the Kids Club electronic membership card (eCard) will be automatically synced.

If you are using a different email address for VivoCity SG App from the one used to sign up for VivoCity Kids Club, please write in to vckidsclub@vivocity.com.sg for assistance.

5. What information do I need for the registration?

The mandatory information needed are as follows:

Parent / Guardian

- Full Name of Parent/Guardian
- Gender
- Parent/Guardian's Date of Birth
- Email Address
- Mobile Number
- Postal Code

Child

- Child's Full Name
- Child's Gender
- Child's Date of Birth

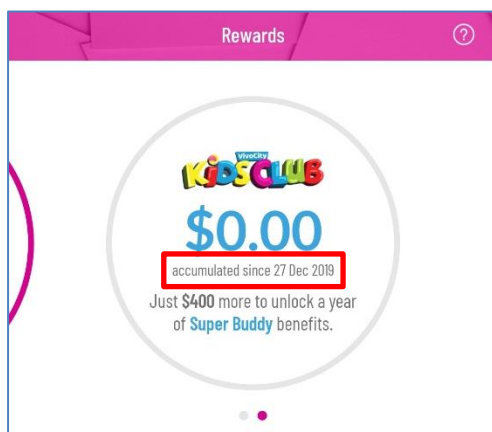
6. How do I know if my registration is successful?

Upon successful registration of a VivoCity Kids Club Membership, you will have instant access to the member's eCard on the VivoCity SG App with the child's name, date of birth, membership card number and member's graduation date reflected.

7. **Is there an age limit to register as a VivoCity Kids Club member?**
Yes, this programme is only open to children aged 3 - 12 years old during the time of registration.
8. **Is there an expiry to the membership and is there a membership fee?**
Ordinary Membership is free for all children from the time of registration till the month they turn 13 years old.
9. **How many children can I sign up for per account?**
You can register a maximum of 4 children per Guardian account.
10. **How long does it take before I can use my eCard?**
The activation is immediate and the eCard will be tagged with a unique membership number.
11. **Can I edit my child(ren)'s particulars after registration?**
We regret that editing of personal particulars is not possible via the app. Should you require to make a change, please write in to vckidsclub@vivocity.com.sg or visit our Customer Service Counters for assistance.
12. **Where can I retrieve my child(ren) e-Membership cards in the app?**
You can access your eCards from the 'Rewards' tab or from the 'Manage Kids Club membership' button under the 'Kids Fun' tab.
13. **How do I register another child for Kids Club?**
You can register another child for the programme under the eCards page in the VivoCity SG App, which is accessible from the 'Rewards' tab or from the 'Manage Kids Club membership' button under the 'Kids Fun' tab. Each Guardian may register up to a maximum of 4 children.

Membership – VivoCity Kids Club Super Buddy

14. **What is VivoCity Kids Club Super Buddy?**
The VivoCity Kids Club Super Buddy is the privileged membership tier of VivoCity Kids Club programme. Ordinary Members who meet the minimum spending requirement of \$400 within the membership year (as indicated by the date shown in the 'Rewards' tab in the VivoCity SG App) will be upgraded to Super Buddy status where they get to enjoy more exclusive benefits.



15. What are the benefits and privileges as a VivoCity Kids Club Super Buddy?

As a Kids Club Super Buddy member, you can enjoy all the benefits accorded to an ordinary member plus the following benefits and privileges:

- special birthday gift on birthday month for Member;
- exclusive movie screening and event invites;
- exclusive gifts with purchase during selected campaign periods;
- express entry to VivoCity Kids Club events.

16. What is the difference between a VivoCity Kids Club Super Buddy membership and VivoCity Kids Club Membership?

VivoCity Kids Club Super Buddy Membership is a privileged membership tier of VivoCity Kids Club programme and can be attained when the guardian meets the minimum required spend of \$400 at participating outlets within a membership year. Super Buddy membership entitles the member to all the benefits accorded to an ordinary member plus additional benefits and privileges in place exclusively for Kids Club Super Buddies.

17. How do my child(ren) qualify as a VivoCity Kids Club Super Buddy?

To qualify as a VivoCity Kids Club Super Buddy, guardians may submit receipts of purchases made at any Kids Club qualifying store in VivoCity within a membership year to accumulate a minimum spend of \$400 within a membership year. The receipts can only be submitted via the VivoCity SG App within 24 hours of purchase and must meet a minimum spend of \$20 per receipt.

Accumulated spend can be tracked in-app under the 'Rewards' tab and Super Buddy Status will be unlocked for all Kids Club members under the same Guardian account on the next day, upon successful spend accumulation.

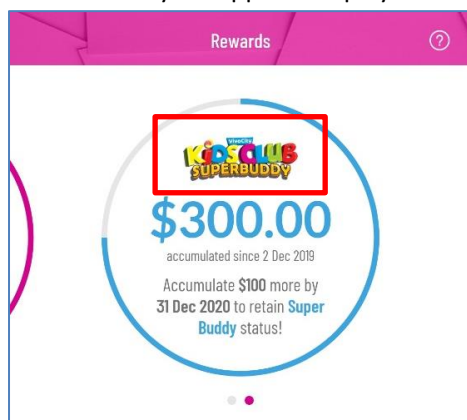
For the list of Kids Club qualifying stores, please refer to <https://www.vivocity.com.sg/KCstores> .

18. I have 3 children registered under my account; do I need to spend \$1,200 (\$400 x 3) in order to qualify for Super Buddy?

Super Buddy membership is based on eligibility of Guardian account. As such, all children (up to a maximum of 4) registered under the same Guardian (based on email address) will be eligible as Super Buddy once the spend criteria of \$400 at Kids Club qualifying stores within the membership year is met.

19. How do I know that I have been successfully upgraded to Super Buddy status?

Upon successful upgrade to Super Buddy status, the Kids Club status circle under the 'Rewards' tab in the VivoCity SG App will display the following:



20. What is the validity period for Super Buddy?

Super Buddy status is valid only for a year upon upgrade. To retain Super Buddy status for the following year, guardians may submit receipts of purchases made at any Kids Club qualifying store in VivoCity within the current membership year to accumulate a minimum spend of \$400. The receipts can only be submitted via the VivoCity SG App within 24 hours of purchase and must meet a minimum spend of \$20 per receipt. The Super Buddy Membership status will revert to an Ordinary Membership if the minimum qualifying spend is not met within its membership year and all Super Buddy benefits will cease accordingly.

21. I have accumulated \$800 within my membership year. Do I get to unlock Super Buddy benefits for 2 consecutive years?

We regret that receipts accumulated in a membership year will only unlock Super Buddy benefits for the following one year.

22. How do I accumulate my spend to qualify/retain as Super Buddy?

With effect from 15 July 2019, Kids Club members no longer need to visit the Customer Service Counters to accumulate spend.

Accumulation of spend can be done via the VivoCity SG App with the following steps:

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
- 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 calendar days. You may check the status of your submission in the 'Rewards' tab. Please keep your receipt until your spend has been successfully credited.

23. Is there a minimum spend per receipt for submission?

Each receipt must meet a minimum purchase amount of \$20.

24. What is the grace period granted for receipt submission?

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

25. How long does it take for my spend to be credited into my Kids Club account?

Upon successful receipt submission and processing, your spend accumulation will be credited within 5 calendar days. You may check in-app under 'Rewards' for your transaction status.

26. I have met the spend criteria for Super Buddy membership tier. When will my Super Buddy status be reflected in-app?

Super Buddy Membership status will reflect in-app by the next day upon successful spend accumulation.

27. I am a VivoRewards member since 1 Jan 2019 and I had registered my children for Kids Club on 15 July 2019. Why is there no spend accumulation for Kids Club even though I have been scanning receipts since Jan 2019?

Accumulation of Kids Club spend is effective upon successful registration of the Kids Club membership. As such, any spend made prior to the Kids Club membership registration date will not be recognized.

28. I am a VivoRewards member while my wife is the registered parent of our children's Kids Club memberships. Can we use the same receipts for accumulation of spend?

We regret that each receipt can only be used by one (1) member. Should you wish to merge both accounts, please write in to support@vivocity.com.sg for assistance.

Termination

29. How do I terminate my VivoCity Kids Club membership account?

To terminate your membership account, please email your request to vckidsclub@vivocity.com.sg. Upon termination, your eCard will be removed from your account in the VivoCity SG App.

30. Where can I get more information on VivoCity Kids Club?

For more information on VivoCity Kids Club, please refer to <https://www.vivocity.com.sg/kidsclub/>. Alternatively, you may write in to vckidsclub@vivocity.com.sg for enquiries.