

R&B 巡茶 REWARDS FAQ

(A) GENERAL

What is R&B 巡茶 Rewards?

R&B 巡茶 Rewards is a loyalty program that rewards our members for every \$1 spent at R&B 巡茶 and exchange accumulated points to redeem digital product vouchers from our Rewards Catalogue. R&B 巡茶 Rewards Members will also enjoy exclusive perks such as complimentary beverage of member's choice on birthday month, earn double points on R&B Tea's Anniversary and more.



How do I become a member of R&B 巡茶 Membership Program?

You may sign up as a new member via rbtea.sgmembers.com or scan QR code which is available in-stores.

What are the membership fees and validity?

R&B 巡茶 Membership Program is a free lifetime membership program.

Where can I enjoy the membership privileges?

Members can enjoy their privileges at all R&B 巡茶 outlets in Singapore **except** The Shoppes @ Marina Bay Sands, Thomson Plaza, Fusionopolis, Toa Payoh Hub and Nanyang Technological University outlets.

I referred a friend. How do I get rewarded with 80 points?

Referrer receives 80 points for each successful referral. The referee will need to perform one purchase transaction after signing up. Once the first transaction has been made, 80 points will be directly credited into the referrer's account.

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I am unable to sign up as a new member because my mobile number has already been registered. What should I do?

You may have registered with your mobile number previously. Click on “Forgot Password” to reset your password. An email with a new password will be sent to the email address registered under your membership account. Please check your Junk/Spam folder if the email does not appear in your Inbox.

If you do not receive the email after 24 hours, please email to hello@rbtea.com.sg for further assistance.

(B) MEMBERSHIP ACCOUNT

How do I sign-in?

Upon sign up, you will receive SMS with account login password. Sign in with your mobile number /email address and the given password. After successful login, go to “Profile” page to change your password. Alternatively, you can continue using the given password.

Where can I view my membership profile, including my points, my rewards, or transaction history?

You may log in to rbtea.sgmembers.com to view your personal information such as point balance, your rewards, transaction history and more.

How do I update my personal particulars?

Please log in to your account via rbtea.sgmembers.com to update your personal particulars under “Profile” page.

What should I do if I forgot my login password?

Click on ‘Forgot Password?’ on rbtea.sgmembers.com. An email with a new password will be sent to the email address registered under your membership account. Please check your Junk/Spam folder if the email does not appear in your Inbox.

Is the membership transferrable?

R&B 巡茶 Rewards Membership account is registered with member’s mobile number and is non-transferrable.

(C) EARNING & REDEMPTION OF POINTS

How do I earn points?

Earning of points will be based on the amount of the total bill after discount and/or voucher (if any). For every \$1 spent, member will be given 2 points. *For example, if you spent \$4.30 (after discount and/or voucher), you will receive 8 points.*

How can I utilise my points?

Points earned can be used to redeem digital product vouchers via rbtea.sgmembers.com under “Rewards Catalogue” page.

How do I redeem my rewards?

After redeeming digital product voucher(s) with points, the digital vouchers will be automatically added into “My Rewards”. To utilise the digital vouchers, login to rbtea.sgmembers.com, click on the digital voucher you would like to use and show the QR code to our service staff.

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Will my points expire?

Yes, unused points will expire after 12-month, from the date of sign-up. There is no extension of unused points. Point accumulation will reset every 12-month.

How can I check my point balance?

Please log in to your account via rbtea.sgmembers.com to view your point balance.

How can I check my rewards expiry?

Please log in to your account via rbtea.sgmembers.com to check the reward expiry under “My Rewards” page.

Will I be able to earn points when ordering through a third-party delivery platform?

Any orders made via third-party delivery platforms (such as Grabfood, Foodpanda and Deliveroo) will not be eligible for points earning.

Will I be able to earn points if I purchase or redeem drinks using a voucher?

Any purchases or redemptions made using a voucher (such as Shopee/Lazada/Shopback/Mall vouchers etc.) will not be eligible for points earning.

Will I be able to earn points if I purchase drinks with third-party wallets?

Any purchases made using third-party wallets (Such as ShopeePay/ Shopback etc.) will not be eligible for points earning.

(D) MY REWARDS

How do I redeem my digital vouchers at participating outlets?

1. Flash unique member QR shown on membership portal “Home” page.
2. Let our cashier know the digital voucher you would like to redeem.
3. Go to “My Rewards” page, click on the digital voucher you would like to redeem and flash QR code to redeem.

(E) DATA PROTECTION

Why should I register an account with my mobile number?

In compliance with the revised Personal Data Protection Act (PDPA), R&B 巡茶 will be using mobile numbers as a unique identifier for your R&B 巡茶 membership account. By verifying your mobile number in your membership account, it ensures that our system can correctly identify you, ensuring a seamless experience when enjoying your membership privileges while keeping your points and rewards secure.

Where can I find out more about the Personal Data Protection Act (PDPA) Advisory Guideline?

For more information on the PDPA, please visit <https://www.pdpc.gov.sg/>

If you encounter any problems or issues that are not listed above, please email to hello@rbtea.com.sg for assistance. Thank you.