

R&B 巡茶 REWARDS FAQ

(A) GENERAL

What is R&B 巡茶 Rewards?

R&B 巡茶 Rewards is a loyalty program where members are treated to exclusive perks! Enjoy a complimentary beverage of your choice during your birthday month, plus many more exciting benefits.

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** Millenia Walk, Nanyang Technological University, The Shoppes @ Marina Bay Sands, Thomson Plaza and Toa Payoh Hub outlets.

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.

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(C) EARNING & REDEMPTION OF POINTS

Accumulation of reward points and referral reward points have been **ceased from 1 May 2024 onwards**. Existing accumulated points will be valid for redemption until **31 July 2024**; at all outlets **except** Millenia Walk, Nanyang Technological University, The Shoppes @ Marina Bay Sands, Thomson Plaza and Toa Payoh Hub outlets.

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.

Will my points expire?

Unused points will expire 12 months from the date of sign-up or by **31 July 2024**. Any points remaining unused after **31 July 2024** will be forfeited.

How can I check my point balance/ rewards expiry?

Please log in to your account via rbtea.sgmembers.com to view your point balance/ check the reward expiry under "My Rewards" page.

(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.

When will I receive my birthday digital voucher of 1 Free Drink?

You will receive your birthday voucher on the first day of your birthday month. If you sign up on your birthday month, voucher will be issued to you one (1) day after the date of sign-up. Subsequently, you will receive your birthday voucher on the first day of your birthday month.

(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. 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.