

What benefits can I get from KOIThélicious Card?

For registered members:

1. Enjoy 2 free medium-sized beverages on your birthday month. Both cups must be redeemed at once.
 2. 20 Leaves will be rewarded with every S\$50 accumulated Top-Up.
 3. Exclusive member's events and rewards are offered from time to time.
- NEW! Collect 3 Leaves every time when you spend \$1 with KOIThélicious Card. Extra 1.5 Leaves will be added when the decimal point is between \$0.6-0.9. The Leaves will be calculated based on the total spending amount in each single receipt. E.g. \$15.60 spent, $15 \times 3 + 1.5 = 46.5$ Leaves rewarded.

For current KOIThélicious Member:

Due to PDPA constraint, we will use your mobile number as your account ID instead. Please visit our website www.koithe.sg and SMS with OTP will be sent to you for account verification. You may contact us at 64405845 or e-mail singapore@koicafe.com for any enquiries. The current accumulated Top-Up and vouchers in your account will not be affected.

Please note that the \$5 credit rebate with every \$80 accumulated Top-Up will be awarded in Leaves (20 Leaves with every \$50 accumulated Top-Up). For current accumulated Top-up less than \$80, it will automatically be converted to Leaves rebates (eg. \$10 = 4 Leaves).

For new customers:

Where can I purchase a KOIThélicious Card?

You may purchase a KOIThélicious Card at any participating KOI outlets*.

Can I purchase a zero value KOIThélicious Card for collection purpose?

The KOIThélicious Cards are not for sale, but will be yours for free with a minimum Top-Up Value (amount subjected to card designs and outlets).

How do I top-up my KOIThélicious Card?

Top-Up can be done at any participating KOI outlets*. There is a minimum Top-Up (amount subjected to the card design and outlets) to activate a new card. You can Top-up by NETs at Kiosk machine and Cash at cashier counter. Every Top-Up can only be done in multiples of \$10. Top-up accumulation will only take effect from the time you register your card.

How do I use my KOIThélicious Card?

You can purchase any beverages or merchandise available with your KOIThélicious Card at all participating KOI outlets*. The value in your card(s) cannot be exchanged for cash.

How do I register my KOIThélicious Card?

Visit www.koithe.sg and fill up the required columns to process your registration. Your mobile number will be used as your account id. Please have your KOIThélicious Card and mobile phone with you during the registration, an SMS with OTP will be sent to your registered mobile phone for verification.

How many KOIThélicious Cards can I register under one account?

Each mobile number can register only once, you may register up to 10 unregistered cards under the same account. The maximum stored value for each account at any point of time is \$300. Please do note that all vouchers, balance and Leaves collection are shared among all cards under the same account to enjoy the rewards. Member's benefits like Birthday Voucher will be issued once per registered account. Five Leaves will be rewarded with every new registered KOI card.

Why should I register my KOIThélicious Card?

You will only be eligible for exclusive rewards and Leaves accumulation after registration. If your card is lost or damaged, you may visit our website www.koithe.sg to report lost of the card to protect the account balance.

How can I check the balance, Leaves, and available vouchers of my KOIThélicious Card?

You can check your KOIThélicious Card by signing in to your member account at www.koithe.sg.

How can I update my personal information on my KOIThélicious Card?

You can review and change your personal information at www.koithe.sg, find "My Profile" to update. For further assistance, please contact us via e-mail at singapore@koicafe.com or call us at 64405845 from Monday to Friday, 9am to 6pm, excluding Public Holidays.

What should I do if I lose/damage my KOIThélicious Card?

For registered member, you can "Report Lost Card" immediately on our member's page at www.koithe.sg and the Lost Card will be deactivated with immediate effect. In the event should you recover the lost card, you may reactivate your card from your account page. Alternatively, you may use other cards linked under the same account to make purchase or redeem vouchers. You may even "Cancel Card" to terminate the usage of the card(s) permanently. Card(s) once cancelled, cannot be reactivated again.

Will my KOIThélicious Card expire?

Yes, your account is valid for two years from the date of purchase. The expiry date will automatically be renewed from the last purchase date. Upon expiry, all unused balance, Leaves & vouchers will be forfeited.

Can I transfer my KOIThélicious Card's balance to my family or friends?

No, your card balance, Leaves and vouchers are non-transferable to family/friends or anyone else.

Can I refund the value in KOIThélicious Card?

Refund is available for registered member. You may visit our Singapore Headquarter in person to process the refund. Please contact us to arrange for an appointment. Please note that refund is not available once your account has expired.

What if the outlet I visit has sold out on the free items/merchandise that I want to redeem?

All rewards/redemptions are subjected to availability and while stocks last basis. Kindly visit other outlet(s) if the merchandise is sold out at a specific outlet or come back another day to redeem. Our company reserves the right to change the free merchandise/rewards without prior notice.

Will my Leaves expire?

Yes, Leaves will expire in one year from the month you are rewarded. Leaves' expiry date will be shown in your KOIThélicious Card account. (E.g.: Leaves earned on 1 September 2018 will expire on 31 September 2019).

How can I convert my Leaves into vouchers and redeem at outlets?

Please log in to your account at www.koithe.sg and redeem available vouchers under "Membership Features". Vouchers will be credited into your account once the redemption is confirmed. The KOIThélicious Card must be present and the payment must be made with KOIThélicious Card when redeeming at participating outlets*. The rewards are not valid with other promotions. Expired vouchers will disappear from your KOIThélicious Card and no extension of expiry date will be allowed. Vouchers are valid for one month from redemption date.

Can I still spend or collect Leaves if outlets experience technical issue?

Vouchers redemption may not be available when we experience technical issue.

Can Leaves or vouchers be exchanged for cash credits?

No, Leaves and vouchers are not exchangeable for cash credits. Leaves are only allowed for voucher redemptions.

What can I exchange for with the Leaves?

There are various redemptions available. Please log in to your members' portal and check out the available redemptions under [Membership Feature -> My Leaves] tab.

Can I still earn Leaves when vouchers are used?

The Leaves will be awarded based on the total spending amount after voucher redeemed in each single receipt.

How to add favourite drinks in my account? Is there any limit to the number of drinks that I can add?

Please log in to your account at www.koithe.sg and click [Profile -> My Favourite Drinks] tab. You may select your favourite drink with sugar level, ice level and toppings. You may add up to 3 favourite drinks in your account.

How to link cards in my account?

Please log in to your account at www.koithe.sg and click [My Cards -> Link Card To Profile] tab. Please note that the card must be activated with a minimum Top-Up Value before it can be linked to your account.

What if I forgot my login password?

Click 'Forget Password' at www.koithe.sg homepage. Enter your mobile number and a 'reset password' email will be sent to your registered email.

What if I have other queries?

You can contact us via e-mail at singapore@koicafe.com, use the contact us page when you log in to your KOIThélicious Card account or call us at 64405845 from Monday to Friday, 9am to 6pm, excluding Public Holidays.

****All KOI Thé outlets in Singapore, except for Changi Airport Outlet.***