

Note to all KOIThélicious members:

Due to PDPA constraint, we will be using your mobile number as your account ID. Please visit our website www.koithe.sg, an OTP will be sent to this mobile number for account registration.

For account re-activation and / or further enquiries, please contact us at [64405845](tel:64405845) or e-mail singapore@koicafe.com.

General FAQs:**Why should I register as a KOIThélicious member?**

After a successful registration, members can then enjoy the full membership benefits of the KOIThélicious card, as listed below:

1. Enjoy 2 free medium-sized beverages on your birthday month. Both cups must be redeemed at once.
2. Earn 3 Leaves with every \$1 spent with you KOIThélicious Card, and earn 1.5 Leaves with every \$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.)
3. 20 Leaves will be rewarded with every S\$50 accumulated Top-Up.
4. Redeem members-only treats or gifts with your accumulated Leaves.
5. Exclusive member's events and rewards are offered from time to time.
6. Link a maximum of 10 KOI cards so you can share your account with your loved ones.
7. Be informed as you receive members-only exclusive events, deals and promotional offers through your registered email address.
8. Speed up your drink order(s) at our outlets when you set up your top 3 most favourite beverages in your profile.

You will only be eligible for the above exclusive rewards and Leaves accumulation after registration. If your card is lost or damaged, you may visit our website www.koithe.sg to deactivate / cancel the card to prevent the card from being misused.

Where can I purchase a KOIThélicious Card?

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

How do I top up my KOIThélicious Card?

Top ups 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 after you successfully 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 complete your registration. As your mobile number will be used as your account ID, please have your KOIThélicious Card and mobile phone with you during the registration process. An OTP SMS will be sent to your registered mobile phone during the registration process.

How many KOIThélicious Cards can I register under one account?

Each mobile number can only be registered once, but 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. 5 Leaves will be rewarded with every new registered KOI card.

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

You may head down to our participating outlets* or by signing in to your member account at www.koithe.sg, to check out the balance, Leaves and all available vouchers of the KOIThélicious Card.

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

You can review and change your personal information at the members' portal, select "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 my KOIThélicious Card is damaged / faulty?

In the event your KOIThélicious Card is damaged / faulty, you may wish to activate another new KOIThélicious Card with the minimum top up value and link it to your account in order to continue using the combined credit value.

What should I do if I lost my KOIThélicious Card?

Registered members can log in to the members' portal at www.koithe.sg to "Report lost / Cancel Card" deactivate the card with immediate effect. Do note that by selecting "Report lost card", this will temporary deactivate the card to protect your account balance while "Cancel Card" will terminate your account permanently.

Should you recover the lost card, you may reactivate your card from your account page again. Alternatively, you may wish to activate another new KOIThélicious Card with the minimum top up value and link it to your account in order to continue using the combined credit value.

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 can be arranged for registered members only. Please contact us at our office number [64405845](tel:64405845) from Monday to Friday, 9am to 6pm, excluding Public Holidays, to arrange for an appointment, before heading down to our Singapore Head Office in person to collect the refund. Please note that refund is not available once your account has expired.

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

You may now head any of our kiosk outlets to convert your leaves to vouchers or you can simply 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.

What can I exchange for with the Leaves?

There are various type of vouchers available for Leaves redemption. You may check at the kiosk outlets directly or log in to the members' portal and check out the available vouchers under [Membership Feature -> My Leaves] tab.

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 30 September 2019).

What if the free items/merchandise/voucher that I wish to redeem is unavailable at the outlet I visited?

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 at another day to redeem. You may call the outlets directly through their contact number to inquire first. However, do note that our company reserves the right to change the free merchandise/rewards/vouchers without prior notice.

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

Leaves collection and vouchers redemption may not be available when outlet experience technical issues.

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.

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 can 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 of \$10 before it can be linked to your account.

What if I forgot my login password?

You may click 'Forget Password' at www.koithe.sg homepage. Enter your mobile number and a reset password link will be sent to your registered email. Kindly check your spam / junk folders for the reset email.

What if I have other queries?

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

KOI Thé reserves the right, at its discretion, to change, modify, add, or remove any of these terms and conditions at any time without prior notice.

****All KOI Thé outlets in Singapore, except for Changi Airport Terminal 3 Outlet.***

****All KOI Thé / Express vouchers cannot be used at Signature KOI Jewel Outlet.***