

GETACTIVE! SINGAPORE — PESTA SUKAN

Run/Walk or Swim Challenge 2026

Redemption Guide — Participant Edition

Finding Your Redemption Code and Checking Your Prize Tier

Redemption Guide

STEP 1 Finding Your Redemption Code

Once you have clocked enough distance to reach a medal tier, you can collect your unique redemption code from your Dashboard. Show this code at the redemption point to collect your reward.

- **Go to your Dashboard.**
- **Under Rewards & Progress, tap Show my redemption code.**
- **Your unique code (for example, PS-J53KR9) will appear on screen.**
- **Show this code at the redemption point to collect your reward.**

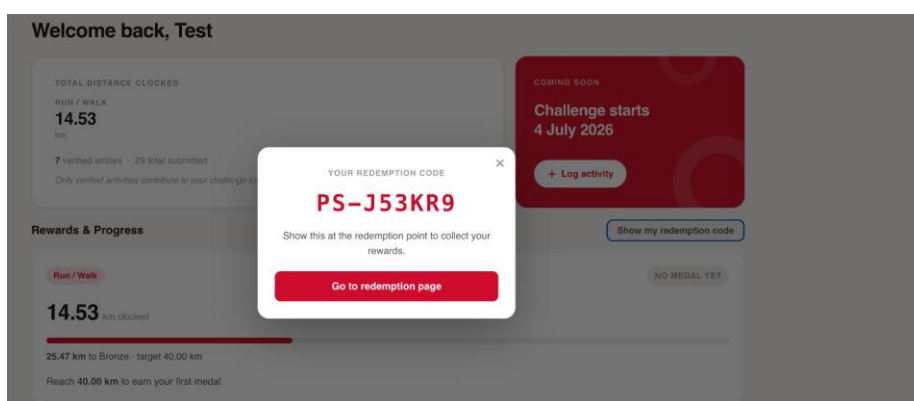


Figure 1 — Redemption code pop-up, accessed from the Dashboard

Important: Each participant may redeem a reward only once for the entire challenge. If you continue clocking distance and reach a higher tier (for example, Silver or Gold) after already redeeming your Bronze reward, you will not be able to redeem again. Your first redemption is final, regardless of any tier you reach afterwards.

STEP 2 Checking Your Prize Tier

Your current tier and progress are shown on the Rewards & Progress card on your Dashboard.

- **Total Distance Clocked** — your total verified distance for your activity category (Run/Walk or Swim). Only entries marked Verified count toward this number.
- **Progress bar** — fills as you get closer to your next medal tier.
- **Progress text** — shown below the bar (for example, “25.47 km to Bronze · target 40.00 km”), telling you exactly how much further you need to go, and the target distance for that tier.
- **No Medal Yet** — shown next to your activity if you have not yet reached a tier.

Only verified activity entries count toward your total. Entries that are still pending review, or that have been rejected, are not reflected here.

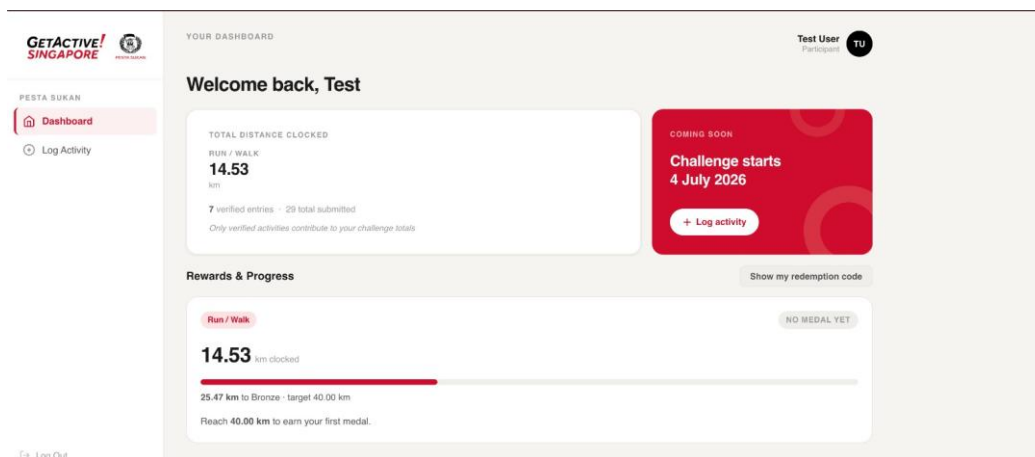


Figure 2 — Dashboard showing total distance clocked and progress toward the next medal tier

STEP 3 After You've Redeemed

Once your reward has been collected at the redemption point, your Rewards & Progress card updates to reflect this.

- **Tier badge** — your current medal tier (for example, BRONZE) appears at the top right of the card, once you have reached that tier.
- **Your Reward** — shows which reward you are entitled to for that tier (for example, Medal).
- **Collected confirmation** — once your redemption has been recorded by staff, a green banner appears showing “Collected on [date]”, confirming your redemption is complete.

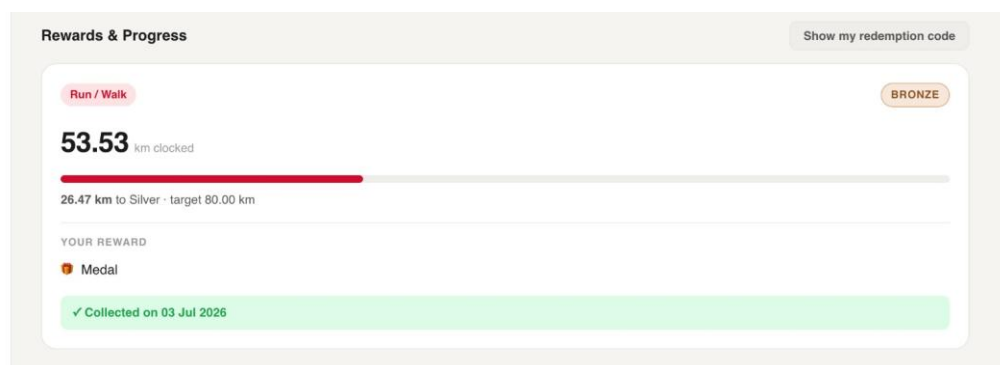


Figure 3 — Rewards & Progress card after your reward has been collected

Important: The Collected banner is confirmation that your one redemption has already been used. You will not be able to redeem again, even if you go on to reach a higher tier.

Redemption — Frequently Asked Questions

How many times can I redeem a reward?

Only once. Each participant is entitled to a single redemption for the entire challenge, regardless of activity category or how many medal tiers you go on to reach.

I already redeemed my Bronze reward, but I have since reached Silver. Can I redeem again?

No. Your first redemption is final. Reaching a higher tier after redeeming does not entitle you to redeem again or upgrade your reward.

Where do I find my redemption code?

Go to your Dashboard, then under Rewards & Progress tap Show my redemption code. Your unique code will appear on screen — show this at the redemption point to collect your reward.

How do I know what prize tier I have reached?

Check the Rewards & Progress card on your Dashboard. It shows your total verified distance, a progress bar, and how much further you need to go to reach the next tier.

How do I know if my redemption has been recorded?

Once staff have processed your redemption at the redemption point, your Rewards & Progress card will show a green “Collected on [date]” confirmation. This confirms your one redemption has been used.

Why is my tier not updating?

Only verified activity entries count toward your total distance. If an entry is still pending review or has been rejected, it will not be reflected in your tier progress.