



## FREQUENTLY ASKED QUESTIONS (FAQ)

### **JADEITE LOYALTY PROGRAM**

**Q: What is Jadeite?**

A: Jadeite is an exclusive membership program that entitles members to earn 20 JPoints for every S\$1 spent on total food bill (both dine-in and takeaway).

Members are entitled to earn 24 JPoints for every S\$1 spent on total food bill when payment is done using our partnering bank's credit/debit card.

**Total food bill** amount does not include promotional items, set menus, steamboat buffet, beverages, desserts, alcoholic drinks, TTP (Tea, Towel, Peanut), service and government taxes.

**Q: How do I apply as a Jadeite member?**

A: You may apply as a Jadeite member online via <http://www.crystaljade.com/signup/>. Alternatively, you can sign up at any of our participating restaurants.

*\*Crystal Jade reserves the right to make changes to the participating list.*

**Q: What is the minimum age that I can apply as a member?**

A: You must be at least 16 years of age in the calendar year of application.

**Q: What are the fees if I wish to become a member?**

A: A sign-up fee of S\$18 applies at participating Crystal Jade restaurants or online. 4000 JPoints (worth S\$20) will be issued upon successful sign-up. (200 JPoints = S\$1)

**Q: What is the validity of my membership?**

A: Membership is valid for 1 year from date of application and is applicable in Singapore only.

*E.g. If you applied for your membership in 15 December 2015, your membership will expire on 31 December 2016.*

**Q: Can I renew my membership before the expiry date?**

A: Yes. You can renew from the month of expiry and the new membership cycle will commence from the following month. Your remaining JPoints in the account will also be carried forward. If you done your renewal after the actual expiry date, all JPoints will be forfeited and membership cycle will start from the date of renewal.

*E.g. If your expiry date is on 31 Jan 2016 and you renewed your membership in Dec 2015 (regardless of the date), your new membership expiry will be on 31 January 2017. If you renewed in Feb 2016, your expiry will be on 28 Feb 2017.*

**Q: How do I renew my membership?**

A: Your membership will be automatically renewed upon expiry if your membership spending is above S\$1,000. Alternatively, members can renew membership with a renewal fee of S\$8 (valid for 1 year) at participating restaurants or online. 2000 JPoints (worth S\$10) will be issued upon successful renewal. (200 JPoints = S\$1).

**Q: If I have forgotten my password, how could I retrieve it?**

A: If you have forgotten your password, click on 'Forget Password' on our website

<http://www.crystaljade.com/membership/login> and you will be directed to a reset password page. If you are still facing other issues, you may email us at [jadeite@crystaljade.com](mailto:jadeite@crystaljade.com) and we will assist you as soon as we can.



**Q: Why am I unable to activate my account during sign up while making payment with my credit card?**

A: If you are unable to activate the membership at our outlets or online related to credit/debit card failure, please try making payment with an alternative card or other modes of payment. For further assistance on your card error, please contact your credit/debit card issuing bank.

**USAGE OF MEMBERSHIP**

**Q: How am I recognized as a member?**

A: Member's NRIC will be the main identifier.

**Q: Can I enjoy my membership privileges immediately if I apply as a member?**

A: Yes, you may start to accumulate your JPoints immediately. However, for redemption of JPoints can only be utilized from the 2<sup>nd</sup> visit onwards.

For sign-up at any participating restaurants using application form, it will need 7 working days to activate.

**Q: What are my membership privileges during my birthday month and Members' Day?**

A: You can earn 20% (equivalent to 40 JPoints) during Members' Day and throughout your entire birthday month.

**Q: Can I enjoy my membership privileges during Chinese New Year, festive seasons and special occasions?**

A: No. Your membership privileges are not applicable 15 days prior and after Chinese New Year, special occasions, all set menus, steamboat buffet and festive products (e.g. mooncakes, Chinese New Year products, etc.), unless otherwise specified.

**Q: Can my family and friends enjoy the privileges if I am not present during point of billing?**

A: No. Members must be present at the point of billing in order to enjoy privileges.

**Q: Is my membership transferable?**

A: No. Membership is non-transferable.

**Q: How do I know the expiry and my JPoints accumulated of my membership?**

A: The expiry date and the JPoints of your membership are reflected on the bottom of the receipt. Alternatively please login to your account via [www.crystaljade.com/membership/login](http://www.crystaljade.com/membership/login) to check your membership expiry date.

**Q: Can I use my membership together with any other promotional vouchers and credit card promotions?**

A: No. Membership privileges cannot be used in conjunction with other credit cards / in-house promotions, bank / merchant rewards vouchers, promotional vouchers unless specified.

**Q: Does my membership privileges apply for purchase of Crystal Jade gift vouchers?**

A: No. Membership privileges do not apply for purchase of Crystal Jade gift vouchers.

**Q: It has been a while since my last transaction and my JPoints have not been updated to my account. What should I do?**

A: You may email us at [jadeite@crystaljade.com](mailto:jadeite@crystaljade.com) to investigate on the matter. You will be requested to provide supporting receipts to assist in the investigation. However, members are encouraged to check their JPoints that are reflected on the bottom of the receipt upon each sales transaction to avoid discrepancies.



**Q: How would I be notified of the free auto renewal if I have spent over \$1,000 within a year?**

A: We will inform you via your email address as registered in your membership account.

**Q: Would my JPoints be reflected immediately once I make a purchase?**

A: Yes. JPoints are usually reflected real time, but a time lapse may be expected. It is best to check your balance after 1 working day.

**Q: Is there a limit to how much JPoints I can earn?**

A: No. We do not set any limit to the amount of JPoints earned.

### **TERMINATION AND CANCELLATION**

**Q: How do I terminate my membership?**

A: Member may, at any time, terminate their membership before expiry date by written notice to 180B Bencoolen Street, #11-00 The Bencoolen, Singapore 189648 or via email [jadeite@crystaljade.com](mailto:jadeite@crystaljade.com). For early termination, membership expiry will be as of date of termination. Crystal Jade will notify member's successful termination within 2 weeks upon receipt of member's notification for termination.

**Q: How do I update my personal particulars if I have a change of address, email or contact, etc?**

A: You can update your personal particulars by logging in to your member's account via [www.crystaljade.com/membership/login](http://www.crystaljade.com/membership/login).