



FREQUENTLY ASKED QUESTIONS (FAQs)

1. JADEITE LOYALTY PROGRAM

What is the Jadeite Membership?

The Jadeite Membership is a loyalty programme that rewards and entitles members to earn 10% (+2%)* cashback for every nett S\$1 spent on eligible à la carte food bill (dine-in and takeaway) at participating Crystal Jade restaurants in Singapore.

**Earn an additional 2% cashback when payment is made using a partnering bank's credit/debit card.*

How is cashback calculated?

The earning of cashback (in the form of JPoints) is for eligible à la carte food items only and excludes festive and promotional items, set menus, beverages, alcoholic drinks, TTP (Tea, Towel, Pickles), online purchases, JPoints redemptions, miscellaneous charges, service charges, and prevailing government taxes, unless otherwise stated. The amount eligible for cashback is referred to as the total nett spend.

- **Earning:** S\$1 Nett Spend = 20 JPoints
- **Redemption:** 200 JPoints = S\$1
Equivalent to 10% cashback

Which restaurants can I use my Jadeite Membership at?

Participating Restaurants in Singapore*:

- Crystal Jade Palace
- Crystal Jade Golden Palace
- Crystal Jade Pavilion
- Crystal Jade Hong Kong Kitchen (excluding Tampines 1)
- Crystal Jade La Mian Xiao Long Bao (excluding Changi Airport Terminal 1)

**Crystal Jade reserves the right to make changes to the list of participating restaurants without prior notice.*

2. SIGN-UPS

How do I apply to become a Jadeite member?

You may sign up for a complimentary membership via the Crystal Jade SG Mobile App, or the paid Jadeite Membership at www.crystaljade.com/jadeite to enjoy additional welcome bonuses. Please note that **each individual may hold only one Jadeite Membership at any one time.**

Upon successful registration, you may begin earning cashback (in the form of JPoints) on eligible dine-in and takeaway receipts. Accumulated JPoints can be redeemed to offset your dining bill on your subsequent visit once sufficient points have been earned.

What are the fees to sign up for the Jadeite Membership?

No sign-up fee is required for the complimentary Jadeite Membership offered to first-time sign-ups. An S\$18 nett sign-up fee applies for the paid Jadeite Membership, which comes with additional welcome bonuses.



What benefits do I get when I sign up for the paid Jadeite Membership?

Members who sign up for the paid Jadeite Membership will receive 4,000 JPoints (worth S\$20), which includes the return of the sign-up fee in JPoints along with S\$2 worth of bonus JPoints. In addition, members will enjoy one 20% off Casual Dining e-Voucher and two complimentary appetiser e-Vouchers. Please note that the welcome bonuses are redeemable from the second visit onwards. Kindly refer to the respective e-Voucher Terms & Conditions for full redemption details.

What benefits do I get when I sign up for the free Jadeite Membership?

Members who sign up for the free Jadeite Membership will receive two complimentary appetiser e-Vouchers. Please refer to the e-Voucher Terms and Conditions for full redemption details.

What is the validity of my membership?

All memberships are valid for 12 months from the date of sign-up.

Example: If you sign up on 15 December 2025, your membership will expire on 31 December 2026.

Where can I check the expiry date of my membership?

You can check your membership expiry date by logging in to the members' portal at <https://www.crystaljade.com/membership/login> or via the Crystal Jade SG Mobile App under "E-Card". Renewal reminders will be sent via email and/or SMS based on your selected communication preferences.

Why should I subscribe to the Jadeite SMS and mailing list?

By subscribing, you will receive the latest updates on member promotions, rewards, event invitations, renewal reminders and other exclusive news — so you never miss a privilege or special offer.

What is the minimum age required to apply for membership?

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

I encountered the error message below while attempting to sign up. What should I do?

"The mobile number you entered cannot be updated. Please contact jadeite@crystaljade.com"

You may already have an existing membership with us, whether active or expired. Kindly email us at jadeite@crystaljade.com with your full name and the mobile number used for registration. Our team will be happy to assist in checking and resolving the issue as soon as possible.

Why am I unable to sign up successfully using my debit/credit card?

If you encounter payment issues with your debit or credit card, please try an alternative card or payment method. For card authorisation issues or error messages, kindly contact your issuing bank directly.

If a charge has been made but your membership registration was unsuccessful, please email jadeite@crystaljade.com for further assistance.

How do I qualify for the Jadeite Premium Membership?

To qualify for the Jadeite Premium Membership, you must be an existing regular Jadeite member and accumulate a nett spent of S\$12,000 or more within your current membership cycle of 12 months.



3. USING YOUR MEMBERSHIP

How am I recognised as a Jadeite Member?

Your E-Card in the Crystal Jade SG Mobile App serves as your main identifier. Simply download the Crystal Jade SG Mobile App and present the barcode in the E-Card at the point of payment to enjoy membership privileges.

For security and PDPA (Personal Data Protection Act) compliance purposes, mobile numbers and email addresses are not used for verification at the outlet. This helps safeguard your membership account and prevents any misuse of JPoints and e-Vouchers.

Where do I update my personal details?

To view or update your personal details, log in to your account via the members' portal or the Crystal Jade SG Mobile App. For changes to your date of birth or mobile number, please email jadeite@crystaljade.com.

If I fail to present my E-Card at the point of payment, may I request for JPoints to be credited at a later time upon presenting my receipt?

Strictly no accumulation/redemption of JPoints and e-Voucher(s) is allowed if the member fails to present the E-Card upon point of payment. Requests for JPoints accumulation from previous or backdated receipts will not be entertained.

Can I enjoy my membership privileges immediately upon successful registration?

Yes, you can start earning cashback on eligible dine-in or takeaway receipts immediately after creating your account. However, the welcome bonuses and JPoints earned from the same bill can only be redeemed from your second visit onwards.

What are my membership privileges during my birthday month and on Members' Day?

Members can earn double cashback throughout their entire birthday month and on Members' Days.

When and on what items are Jadeite membership privileges not applicable?

Jadeite membership privileges are not applicable from Chinese New Year Eve to Day 3, on all set menus, or on festive products (e.g., Chinese New Year items, mooncakes, and rice dumplings), unless otherwise stated. The management reserves the rights to amend the terms and conditions without prior notice.

Can my family and friends enjoy the privileges if I am not present?

No. Members must be physically present at the point of billing to enjoy their membership privileges.

Is my membership transferable?

No, membership is non-transferable.

Can I use my membership together with other promotional vouchers or credit card promotions?

No, membership privileges cannot be used in conjunction with other credit card promotions, in-house promotions, bank/merchant reward vouchers, or promotional vouchers, unless otherwise specified.



Are Jadeite membership privileges applicable to purchases made on the E Store or third-party delivery platforms?

No, Jadeite membership privileges are not applicable to purchases made on the E Store or third-party delivery platforms.

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

Yes, JPoints are generally reflected in real time, but there may be a short delay. We recommend checking your balance after one working day for the most accurate update.

My JPoints have not been updated after my last transaction. What should I do?

You may first try logging out of your account and logging in again to refresh your JPoints balance and transaction history.

If the issue persists, please try reinstalling the Crystal Jade SG mobile app. Alternatively, you may email us at jadeite@crystaljade.com and our team will be happy to assist.

Kindly have any relevant receipts ready to support our investigation. We also recommend checking your JPoints reflected at the bottom of each receipt after every transaction to help prevent discrepancies.

Is there a limit to how much cashback I can earn?

No, there is no limit. However, please note that all cashback earned during the current membership cycle will expire when the membership cycle ends. Cashback will only be carried forward to the next membership cycle if you successfully renew your membership before the expiry date.

Can I enjoy my Jadeite membership privileges at Crystal Jade restaurants overseas?

Jadeite membership privileges are available only at participating Crystal Jade restaurants in Singapore.

4. JADEITE PREMIUM MEMBERSHIP

How do I become a Jadeite Premium Member?

You may qualify for Jadeite Premium Membership upon achieving a minimum nett spend of S\$12,000 within your current 12-month membership cycle.

Nett spend is calculated based on eligible à la carte food items only. It excludes festive and promotional items, set menus, beverages, alcoholic drinks, TTP (Tea, Towel, Pickles), online purchases, JPoints redemptions, miscellaneous charges, service charge and prevailing government taxes, unless otherwise stated.

Will I receive the Jadeite Premium welcome e-Vouchers again upon renewal of my Jadeite Premium membership?

Jadeite Premium welcome e-Vouchers are issued once per member, upon their first successful upgrade to Jadeite Premium. They will not be reissued for any subsequent renewals, upgrades or downgrades of the membership tier.

How do I redeem my complimentary bottle of birthday champagne?

An e-Voucher will be issued to your membership account on the first day of your birthday month. This e-Voucher is only valid for one time use during your birthday month at Crystal Jade Palace, Golden Palace, or Pavilion. Simply make reservations at any of the above participating restaurants and let them know you will be using the e-Voucher as champagnes are subject to the day's availability.

How do I redeem my complimentary use of Private Rooms?

Inform the participating restaurant that you are a Jadeite Premium Member and request to reserve a private room at least one week in advance, subject to availability. Upon confirmation, the minimum spend requirement for the private room will be waived.

Which participating restaurants offer Private Rooms?

Crystal Jade Palace, Crystal Jade Golden Palace, and Crystal Jade Pavilion.

5. RENEWALS

Can I renew my membership before the expiry date?

Yes, you can renew your membership starting from the month of expiry, and your new membership cycle will begin the following month. Any remaining JPoints in your account will be carried forward. Please note that if your renewal is completed after the expiry date, all JPoints from the previous membership cycle will be forfeited, and the new membership cycle will commence from the date of renewal.

Example: If your membership expires on 31 January 2026 and you renew in December 2025 (regardless of the specific date), your new membership will expire on 31 January 2027. If you renew in February 2026, your membership will expire on 28 February 2027.

How do I renew my membership?

Your membership will be automatically renewed upon expiry if your accumulated nett spend exceeds S\$1,000 within the current membership cycle of 12 months. Alternatively, you may renew your membership with a fee of S\$8 (valid for the next one year) at participating restaurants or online.

Upon successful renewal, you will instantly receive \$10 worth of JPoints and a 15% dining e-Voucher. The renewal fee is fully returned to you in the form of JPoints, with an additional \$2 worth of JPoints as a bonus. Please note that renewal bonuses can only be redeemed on subsequent visits after your membership has been successfully renewed.

How would I be notified of the complimentary renewal after accumulating a nett spend of over S\$1,000 within a year?

We will notify you via the email address registered under your membership account.

How do I maintain my status as a Jadeite Premium Member?

Upon upgrading to Jadeite Premium, your membership will be valid for 12 months.

To enjoy a complimentary renewal at the Premium tier for the following year, simply accumulate a minimum nett spend of S\$12,000 within the same 12 month membership cycle.

What happens if Jadeite Premium Members do not reach a nett spend of S\$12,000 within their membership cycle?

Jadeite Premium Members who do not qualify for a complimentary renewal will be automatically downgraded to regular Jadeite Membership tier, provided they have accumulated a nett spend of S\$1,000 and more within the current membership cycle of 12 months.

If the accumulated nett spend is below S\$1,000, the membership will be converted back to a regular Jadeite Membership but will be marked as expired.

6. FORGOT PASSWORD

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

If you have forgotten your password, please click on “Forgot Password” on our website at www.crystaljade.com/jadeite, where you will be directed to the password reset page.

Should you continue to experience any issues, feel free to email us at jadeite@crystaljade.com, and we will assist you as soon as we can.

7. TERMINATION AND CANCELLATION

What should I do if I have any queries regarding my membership account?

For membership enquiries, please email us at jadeite@crystaljade.com. Our team will get back to you within 3 to 5 working days. Kindly note that our operating hours are Mondays to Fridays, 9am to 5pm, excluding Public Holidays.

How do I unsubscribe from Crystal Jade’s marketing and/or promotional communication?

You may choose to unsubscribe from our marketing communications at any time. Simply log in to your account via the Crystal Jade SG Mobile App, select “E-Card”, then “My Profile”, uncheck the marketing preference, and click “Update” to save your changes. Alternatively, you may write to our Membership team at jadeite@crystaljade.com.

How do I terminate my membership?

Upon termination of the membership account, all JPoints and e-Vouchers will be forfeited, and the member shall have no further claims against Crystal Jade. Crystal Jade will notify and confirm the successful termination of the membership within 2 weeks upon receipt of the member’s termination request.

For any other questions, please contact our team at jadeite@crystaljade.com.