

FREQUENTLY ASKED QUESTIONS (FAQs)

KOPITIAM CARD GOES DIGITAL

Questions	Answers
DIGITALISATION OF THE KOPITIAM CARD PROGRAMME	
What is the reason for discontinuing the Kopitiam card stored value programme?	As part of Kopitiam's digitalisation journey, we have introduced payment through the FairPrice App (FP app) at our outlets. We strongly encourage our customers to use the app for greater convenience and to continue enjoying their 10% discount off regular purchases.
What happens to the existing Kopitiam cards?	Existing cardholders can convert their stored-value to Linkpoints* or receive cash refund at 15 designated Kopitiam outlets. * can be used in FairPrice supermarkets, Kopitiam, Cheers, Unity and other Link Partners.
Is it true that the Kopitiam card cannot be used by the end Feb 2023?	We are aware of an error message regarding our Kopitiam card being circulated on various social media platforms. We have posted up a clarification post here: https://www.facebook.com/100064622352069/posts/553306173500123/?mibextid=cr9u03
A staff refused to accept the Kopitiam card, saying they cannot be used anymore. Is that true?	You will be able to continue using your physical Kopitiam card at all existing Kopitiam card participating outlets/stalls till 30 June 2023.
KOPITIAM CARD STORED VALUES (GENERAL)	
Can the value in my Kopitiam card be refunded? <u>OR</u> How can I convert the balance in my Kopitiam card?	Yes, for non-expired active Kopitiam cards, you can obtain a refund in the form of cash or convert to Linkpoints, subject to the Terms & Conditions.
My Kopitiam card has expired. Can I get a refund for the balance?	If you hold an expired Kopitiam card, you may head over to our top-up kiosks at any time or our 15 refund stations from 1 March 2023 onwards to check your card for refund eligibility.

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<p>Which are the selected Kopitiam outlets to do the transfer of the remaining value?</p>	<p><u>Linkpoint Conversion via Top-up Kiosks nationwide:</u></p> <p><u>i) Kopitiam outlets :</u> Lau Pa Sat, SGH, Tiong Bahru Plaza, VivoCity, Tan Tock Seng Hospital, Tan Tock Seng Hospital - CHI, KK Hospital, Plaza Singapura, V Hotel, Paya Lebar Quarter, CGH, 735 Pasir Ris, 205 Bedok, 248 Simei, Hawker Centre at Our Tampines Hub, Tampines One, Tampines Mall, Changi Airport Terminal 3 & Terminal 4, Kopitiam Square, Compass One, 437 Fernvale, Fernvale Hawker Centre, Kopitiam City, Hougang One, Kang Kar Mall, Rivervale Plaza, 108 Punggol, 639 Punggol, 542 Serangoon, Northpoint, Vista Point, 504 Yishun, Bukit Panjang Plaza, 628 Senja, Hillion Mall, IMM, Jurong Point, Yew Tee Square, 450 Clementi, Greenridge Shopping Centre, National University Hospital.</p> <p><u>ii) Cantine outlets :</u> Canberra Plaza, Causeway Point, Greenridge Shopping Centre, Jurong Point, Northpoint City, Northshore Plaza, Paya Lebar Square.</p> <p><u>Cash Refund Stations :</u></p> <p><u>i) Kopitiam outlets :</u> Northpoint, Compass One, Hougang One, Hillion Mall, Yew Tee Square, VivoCity, Lau Pa Sat, Tampines One, Tampines Mall, Paya Lebar Quarter, IMM, Jurong Point, V Hotel, Plaza Singapura.</p> <p><u>ii) Cantine outlets :</u> Causeway Point</p>
<p>What to do with cards that have unused/unusable low stored value?</p> <p>How to fully utilise low-value cards with insufficient funds?</p>	<p>You can obtain a refund for your Kopitiam card stored value in the form of cash or you can choose to have them converted to Linkpoints, subject to the Terms & Conditions.</p>
<p>What is the conversion rate to convert the remaining stored value to Linkpoints?</p>	<p>Conversion will be to the last cent based on: (\$0.01 = 1 Linkpoints)</p>

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<p>When will the refund / Linkpoints conversion begin and when will it end.</p>	<p>Customers can convert their stored value in their Kopitiam cards to Linkpoints or opt for a cash refund from 01 March 2023 to 30 June 2023.</p>
<p>What do I need to bring to convert my Kopitiam card stored value to Linkpoints or cash refund?</p>	<p>For Linkpoints conversion: Please bring along your Kopitiam card and your smart phone with the FairPrice App installed. To ensure a quick and seamless experience, please log into your account before heading to the Top-up Kiosk.</p> <p>For cash refund: Please bring along your active, non-expired Kopitiam card (i.e. physical card). We strictly do not accept images of your Kopitiam cards.</p>
<p>If my Kopitiam card is damaged, will I still be entitled to Linkpoint conversion or cash refund?</p>	<p>It depends on your Kopitiam card's condition. Kindly approach one of the cash refund stations (available across 15 outlets) to process your damaged card. Please note that the Kopitiam card's 16 digit unique card number must be shown on the physical card for us to be able to process your request. Thereafter, a collection slip with the collection date will be provided to you.</p>
<p>What should I do if I have lost my collection slip, can I still get my Kopitiam card stored value returned?</p>	<p>We do not keep any personal data of the Kopitiam card owner. Hence, we will not be able to provide any form of cash refund if you were to lose your collection slip. As such, please ensure that the collection slip is well kept.</p>
<p>Can I seek the help of my friends, family members or domestic helper to help me collect my cash refund if my card is damaged?</p>	<p>Yes, they will be required to provide the collection slip provided previously.</p>

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<p>Can I ask my friends or family members to help me with my Kopitiam card Linkpoints conversion or cash refund?</p>	<p>For Linkpoints conversion: Customers must have the FairPrice app installed and be logged in for the card balance to be credited in as Linkpoints.</p> <p>For cash refund: You may seek the assistance of your friends/family members/domestic helper to do so. If any further verification of the card is required (i.e. damaged cards), a collection slip will be issued and will be requested upon final cash collection.</p>
<p>FAIRPRICE APP USAGE (GENERAL)</p>	
<p>What are the benefits of using the FairPrice app?</p>	<ol style="list-style-type: none"> 1. Users will be able to enjoy up to 10% discount off regular items just like the Kopitiam card. 2. Save time! No need to queue to top-up Kopitiam Card. 3. No worries about losing the physical Kopitiam Card and its stored value. 4. Greater savings! Can use your available Linkpoints to off-set your Kopitiam purchase. 5. All payment transactions can be easily viewed in the App. 6. They can use the app at other merchants eg. FairPrice supermarkets to earn Linkpoints.
<p>Where can the FairPrice app be used?</p>	<p>Payment through the FairPrice app is currently accepted at participating stalls in over 70 Kopitiam outlets. By 1 March 2023, all outlets that have been accepting Kopitiam cards as a payment option will be able to take payments via the FairPrice app.</p>
<p>What about outlets/stalls who don't have the FairPrice app payment scanner? How do we get a 10% discount?</p>	<p>By 1 March 2023, all outlets that have been accepting Kopitiam cards as a payment option will be able to take payments via the FairPrice app.</p>
<p>Who can help me to download the App and show me how to use it?</p>	<p>Digital buddies will be deployed to the following 15 outlets from 1 March 2023 :</p> <p>Northpoint, Compass One, Hougang One, Hillion Mall, Yew Tee Square, VivoCity, Lau Pa Sat, Tampines One, Tampines Mall, Paya Lebar Quarter, IMM, Jurong Point, V Hotel, Plaza Singapura, Cantine @ Causeway Point.</p>

Questions	Answers
<p>What about elderly who are not tech-savvy?</p> <p>My parents don't have smartphones. How can they benefit from the 10% discount?</p>	<p>We have made special arrangements for the elderly who may not be able to move onto the App. From 1 March 2023, elderly diners who are Pioneer Generation, Merdeka Generation and those under the Comcare scheme can continue enjoying the 10% discount simply by flashing their respective PG/MG/ComCare cards at all FairPrice app participating Kopitiam outlets/stalls.</p>
CORPORATE KOPITIAM CARDS & OTHER QUESTIONS (GENERAL)	
<p>I received a red/silver/white Kopitiam card recently. Is that a new card? Can I continue to use it?</p>	<p>All Kopitiam cards (regardless of design) will be discontinued.</p>
<p>What about hospital Kopitiam cards? Can I still get the 20% discount?</p>	<p>Staff who dine at Kopitiam located within the medical institutions no longer need special-issue Kopitiam cards to enjoy staff discounts for their meals. Simply present their hospital-issued employee pass to enjoy the staff discount/price.</p>
<p>I have the Link card. Can I still use it to get the 10% discount?</p>	<p>The 10% discount can only be enjoyed when you pay through the FairPrice app.</p>
<p>Which are the outlets that offer a 10% discount to all PG/MG/ComCare cardholders?</p>	<p>From 1 March 2023, elderly diners who are Pioneer Generation, Merdeka Generation and those under the ComCare scheme can continue enjoying the 10% discount simply by flashing their respective PG/MG/ComCare cards at all FairPrice app participating Kopitiam outlets/stalls.</p>
<p>How about the Changi Airport 30% Kopitiam Card?</p>	<p>Airport staff who dine with Kopitiam at our Changi Airport Terminal 3 and Terminal 4 outlets no longer need special-issue Kopitiam cards to enjoy staff discounts/prices for their meals. Simply present their CAG-issued employee pass to enjoy the staff discount/price.</p> <p>For Cabin Crew, they will need to be in their uniform and pay using the FairPrice app to enjoy the same discounted/staff prices.</p>

Questions	Answers
Union Member Promo	Simply flash their Union member card to continue enjoying the discounted Kopitiam Signature Breakfast Set. Terms & conditions apply.