

## **About Abbott Share & Care World**

### **1. What is Abbott Share & Care World Loyalty Program?**

Abbott Share & Care World Loyalty program is a loyalty program where members can accumulate reward points with every purchase of a participating product. Simply scan the unique QR code printed on a box product (BIB) or under the can. The accumulated reward points can be used to redeem full reward items in our product catalogue.

### **2. Is joining Abbott Share & Care World Loyalty Program free?**

Yes, joining Abbott Share & Care World is free. There is no fee involved to join the program. Simply register with your mobile number to start being part of the Abbott Share & Care World family.

### **3. I bought the products on a discounted price during promotion. How will this affect the number of points I will get?**

Even if the product is purchased at a discounted price, you will be awarded reward points based on the product's points.

### **4. Do I need to register as a member before I can get points and enjoy rewards?**

Yes. You will have to be a registered member of the Abbott Share & Care World program before you can start accumulating reward points and to make redemptions.

For online redemption via QR code scanning, you are required to register as a member of Abbott Share and Care World program prior to collection of CarePoints and to make redemption. Kindly scan the QR code on product for a link to open the Abbott Share & Care World program website and login on your browser.

For redemption using scoops, once the redemption form is received at our redemption center, your details will be registered based on details on submitted form\*\*.

\*\*If you have an online account at Abbott Share & Care World program, kindly provide matching details on redemption form for redemption processing.

### **5. Why can't I view Abbott Share & Care World on my desktop?**

For a better user experience, Abbott Share & Care world is only available on mobile devices as it takes advantage of the camera functions and capabilities of the mobile device.

### **6. Why am I blocked from logging in to Abbott Share & Care World?**

Your account may have been locked due to security reasons. If you wish to unlock your account, please call 1800-88-6233 or email us at [wecare@abbott.com](mailto:wecare@abbott.com)

## QR Code Scanning

### 1. Where do I find the QR Code for scanning?

For all products with a can/ tin packaging, you will find the QR code printed on the bottom of the can/tin.

For products with a box packaging (BIB), you will find the QR code printed on the box's top flap.

### 2. Why are some products with 1 QR Code and some with 2 QR Codes?

We are slowly transitioning our products with 2 QR codes to have only 1 single QR code to both view product information as well as getting your CarePoints.

### 3. I am a smartphone user; how can I scan the QR code?

All smartphones have the ability to scan QR codes via their camera application. Where relevant, check your phone setting to ensure that the QR code reading feature is enabled in the camera.

To start scanning, simply open the 'Camera' application, and position the camera over the QR code of the can. Ensure that the QR code is centered and brought on close up. Upon successful scanning, you will see a link pop up from your application. Click on the link to open the Abbott Share & Care World program website and login on your browser.

### 4. I am an Android phone user, how can I scan the QR code?

All Android devices using software version 9 or above have the ability to scan a QR code without downloading another app. Where relevant, check your phone setting to ensure that the QR code reading feature is enabled in the camera settings.

If you own an Android device with software below version 9, you can consider downloading a 'QR code scanner' from the Google Play Store.

To start scanning, simply open the 'Camera' or 'QR code scanner' application and position the camera over the QR code of the can. Ensure that the QR code is centered and brought on close up. Upon successful scanning, you will see a link pop up from your application. Click on the link to open the Abbott Share & Care World program website and login on your browser.

### 5. All QR codes look the same. How will I know which product I have purchased and thus give me the correct reward points?

Each QR code that is printed on every participating product will be unique and tagged to the specific product's pack size and information. We thus ensure that you are being awarded the right number of reward points based on product. [Click here for a list of product points.](#)

**6. The QR code is printed on the outside of the can where everyone can scan it. How will you know if the scan came from an authentic buyer?**

Every scan will be verified via our backend verification system to help detect any suspicious activities. In the event where suspicious activities are detected (e.g. unique QR code is scanned multiple times), our verification system will trigger a notification for the user to upload a proof of purchase/receipt in our Abbott Share & Care World program for verification.

**7. Is there a maximum number of scans I can make per month?**

The total number of scans you can make is limited to the worth of product weight per month. Each brand has a maximum monthly weight as per table below.

Pediasure	5kg
Ensure	4kg
Similac Gold (GP/GK)	3kg
Similac Intelli-Pro	4kg
Similac Mom	3kg

## CarePoints

**1. I've been asked to upload a proof of purchase (receipt). How do I do that?**

- Log in to your Abbott Share & Care World account and view 'Transaction history' on the main page
- Select the corresponding transaction that has requested for the receipt - status will reflect 'Pending Receipt Request'.
- Click 'VALIDATE' under the transaction to take a photo of your receipt.
- Click 'Validate' button once done. Note to ensure that a full complete photo of your original receipt is required.
- Please check to ensure that the image of your entire receipt is clear and readable. Any receipt photo that is not readable, blurred or not showing the full receipt, will be considered as an invalid proof of purchase. You will be required to re-upload the receipt.

In the event you are unable to produce the receipt, you will not be awarded any CarePoints.

**2. Why am I being asked for receipt validation?**

A proof of purchase will be asked if in the event that any suspicious activity has been detected. Suspicious activities might be due to multiple scans of the unique QR code on your product by other consumers.

The request for proof of purchase (receipt) is to ensure that reward points are being awarded to authentic users.

**3. Do I need to keep my purchase receipt?**

Yes, a proof of purchase will be asked for in the event that any suspicious activity has been detected. Suspicious activities might be due to multiple scans of the unique QR code on your product by other consumers.

We are unable to verify the authenticity of the QR code scan if you do not have the proof of purchase (receipt). We are thus unable to award you with the CarePoints.

**4. Where do I check on the number of CarePoints I have?**

To check on your CarePoints, log in to the Abbott Share & Care World program and you will be able to see the total number of available CarePoints you have on the main page as well as a list of transactions made. Note that 'expired' points will be excluded.

**5. Why are my CarePoints still in “Pending” after I scan the QR code?**

Up to 5 minutes are required to process the QR code scan(s) and CarePoints. The CarePoints will be credited to your account automatically after 5 minutes.

**6. Do my CarePoints expire?**

Yes. Carepoints will expire after 2 years from it being credited into your account.

## **Abbott Share & Care World Redemptions**

**1. What are redemptions in Abbott Share & Care World?**

When you collect enough CarePoints, you are able to make a redemption for items from our Abbott Share & Care World catalogue.

**2. What am I able to redeem using my CarePoints?**

You are able to redeem a variety of items from Abbott products, e-vouchers, educational and household items, to name a few.

**3. How do I make a redemption?**

You can make a redemption by simply browsing our Abbott Share & Care World catalogue and click on “Redeem”. You will then be asked to include your quantity of items and your mailing address. You can make multiple redemptions, so long as you have sufficient CarePoints balance.

**4. How long does it take to get my redemption?**

Depending on availability of the product, delivery of redemption items may take up to 4 weeks from the date a completed redemption form together with scoops are duly received/QR code scanned and processed by our fulfilment partner.