

HEALTH INSIGHTS SINGAPORE (hiSG) Lite FREQUENTLY ASKED QUESTIONS

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Information is correct as at 6 October 2022 and may be subjected to change.

A. GENERAL INFORMATION

<p>A1. What is hiSG Lite?</p> <p>Health Insights Singapore (“hiSG”) Lite is a study conducted by the Health Promotion Board (“HPB”) that uses wearable technology to understand the health behaviours and lifestyles of Singapore residents.</p> <p>Unlike the 2-year full hiSG study, participation in hiSG Lite will be for 24 months which is made up of a 6-month committed period and an 18- month optional period. Minimum study requirements will apply during the 6-month committed period, however, the requirements are optional during the 18-month optional period.</p> <p>By participating in hiSG Lite, you will contribute to the continuous development of health promotion policies and programmes that aim to benefit the wider population.</p>
<p>A2. Who is eligible to participate in hiSG Lite?</p> <p>You will be eligible to participate in hiSG Lite if you are:</p> <ul style="list-style-type: none"> • A Singapore Citizen or Permanent Resident • Aged 13 years and above • Using a Singapore (+65) registered mobile number • Using a smartphone with iOS 14 or Android 8 and above • Comfortable with both spoken and written English
<p>A3. What kind of information will hiSG Lite be collecting?</p> <p>hiSG Lite will be collecting information related to your health behaviours and lifestyle patterns across various topics such as physical activity, nutrition, and mental wellbeing. You will also be asked about your attitude and perception towards different health topics.</p>

A4. How will the information be collected?

Information such as heart rate, step count and sleep patterns will be collected passively via a study device (“**Device**”) that is issued to you. Your responses to questionnaires and meal logging via the hiSG mobile application (“**app**”) will also help provide other essential health information.

A5. How long will I be in the study?

Participation in the study will last for 24 months (6-month committed period and 18-month optional period).

Participants are expected to complete the first 6 months, after which you will have the option to extend for a further 18 months or withdraw your participation in the study. You will be invited near the end of your 18-month optional period to renew your study participation for another study cycle of hiSG Lite (6-month committed period and 18-month optional period) for a total of up to 10 years. You may also be invited to join the 2-year hiSG if you fulfil its eligibility criteria.

B. ENROLMENT AND PARTICIPATION

B1. How will I benefit from participating in hiSG Lite?

By participating in hiSG Lite during the initial 6-month committed period, you will receive the study device with a retail value of **\$198** (“**value of the device**”).

During the course of your participation, you will also be able to earn HPB Healthpoints which are exchangeable for shopping and dining vouchers or ez-link transport top ups for every task you complete as part of the study (e.g., wearing of the device for 8 or more hours, logging of your meals, responding to surveys etc).

These rewards will be commensurate with:

1. Your level of participation in the study
2. Your duration of participation (out of the 6-month committed period and 18-month optional period)

In addition, you will have access to individualised data summary on various aspects of your health behaviours such as the amount of physical activity, quality of diet, quality of sleep via the device provided and the hiSG app. The more frequently you wear the device, log your meals and respond to questions, the more rewards you will earn!

At a later stage in the study, you may also receive timely and personalised health reminders and nudges through the device and app, to cultivate a habit of making healthier choices.

B2. Where and how do I enroll in hiSG Lite?

You may register your interest to participate in hiSG Lite via the registration form on the hiSG Lite webpage at www.hpb.gov.sg/hisglite.

Please note that registration of interest does not imply participation in hiSG. Upon the closing of registration of interest, HPB will select participants from the pool of eligible registrants for participation in hiSG.

B3. How are the participants selected and how will I know if I am selected for the study?

We want to gather a sample group of participants with a good mix of demographics and lifestyles, as well as health attitudes and perceptions to reflect various segments of the population to best benefit the nation. As such, we regret that not all registrants will be selected to join the study. However, registrants will still be considered for future groups if eligible.

If you are selected to participate in hiSG Lite, HPB will contact you on your eligibility within 6 months, via the email address and/or mobile number that you have provided during registration. Instructions on the steps required for the collection of the device and onboarding process will be provided as well.

All registrants who had registered for the study will be onboarded in phases. HPB reserves the right to select participants it deems suitable according to the requirements of the study.

B4. What do I need to do if I get selected?

If you get selected for the study, you will have to attend an onboarding session in person or complete the onboarding session online to provide your informed consent to participate in the study.

For in-person onboarding

HPB will contact you via the email address and/or mobile number you have provided during the registration. You will then select your preferred onboarding timeslot.

You will also be required to prepare a direct debit authorization (DDA) with HPB via your bank, to facilitate the collection of payment should there be any fees incurred due to lost or damaged devices.

If you are under the age of 21, you need to ensure that your parent or legal guardian has completed the Parental Informed Consent Form before you attend the onboarding session. You will not be onboarded onto the study without a signed copy of the Parental Informed Consent Form.

For remote onboarding

HPB will contact you via the email address and/or mobile number you have provided during the registration. You will then be required to prepare a direct debit authorization (DDA) with

HPB via your bank, to facilitate the collection of payment should there be any fees incurred due to lost or damaged devices. You will receive an email containing a link to the online consent form for this study.

B5. Are there any cash incentives for participation in hiSG Lite?

Incentives in the form of HPB Healthpoints will be awarded based on your level of participation in hiSG Lite. Do note that you will be required to meet the minimum requirements stated in B6 during the 6-month committed period. However, the requirements are optional for participants during the 18-month optional period.

You can earn additional Healthpoints by wearing the device more frequently and for longer periods of time, increasing your frequency in the logging of meals and responding to surveys as promptly as possible.

Information on the balance and redemption of Healthpoints can be found on www.healthhub.sg/rewards.

B6. What is the commitment required of me if I am participating in hiSG Lite?

During the 6-month committed period, you will be expected to meet the following minimum requirements of the study as stated below:

Activity	Requirement	Minimum requirements of use
Wearing of study device	Monthly	At least 8 hours a day on at least 10 days (comprising at least 7 weekdays and 3 weekends)
Wearing of study device to sleep	Monthly	At least 2 weekdays (Sun – Thurs nights) and 2 weekends (Fri - Sat nights)
Meal logging	Monthly	All meals a day on at least 3 days (comprising 2 weekdays and 1 weekend). Meals can be logged by manually searching the item in the study mobile app, taking a photograph and uploading it to the app.

You will need to meet the above minimum requirements so that sufficient data is collected on your health behaviours. If, at any point during the study period, you do not meet the minimum criteria specified, you will be considered to have voluntarily withdrawn from the study. In such a situation, the conditions stated in B8 will apply.

During the 18-month optional period, meeting the minimum requirements of the study is optional. However, you are highly encouraged to meet the monthly minimum requirements so as to receive the 6-monthly bonus milestone reward as presented in Schedule 2.

B7. Can I withdraw my participation in hiSG Lite before its completion?

Yes, you may withdraw from hiSG Lite at any point in time during the study.

Do note that an administrative fee of \$20 will be charged should you voluntarily withdraw from the study during the 6-month committed period. In addition, as part of the withdrawal process, you will be required to return the device to HPB in its original working condition, together with the accessories (charger, wire, user manual and box) that was issued to you during the onboarding process. Alternatively, if you would like to keep the device for your own use, you may pay a device takeover fee based on the duration you have been in the study. The schedule of fees can be found in **Schedule 1** at the end of this document.

HPB will advise you in writing on the required procedure to return the device or arrange for payment to HPB should you inform us of your withdrawal from the study.

Do note that during the 18-month optional period, HPB will not withdraw you from the study unless you inform the study team that you would like to withdraw from the study. You can notify the hiSG Lite study team of your withdrawal via email at hisglite@hpb.gov.sg. There will be no fees or charges associated with the withdrawal.

B8. What if I am unable to meet the minimum usage requirements?

The hiSG app will send you early reminders via emails and in-app notifications to prevent you from falling below the minimum usage requirements. However, if you are still unable to meet the minimum usage requirements during the 6-month committed period, you will be considered to have withdrawn from the study and will be liable to the conditions specified in B7.

Do note that meeting the minimum requirements of the study is optional during the 18-month optional period.

B9. Can I recommend my family or friend to participate in hiSG or hiSG Lite?

Yes, you are welcome to recommend your family members or friends to register their interest on the hiSG webpage (www.hpb.gov.sg/hiSG) if they are above 18 years old or on the hiSG Lite webpage (www.hpb.gov.sg/hiSGlite) if they meet the participation eligibility mentioned in B1.

As mentioned in B3, registration of interest does not guarantee participation in hiSG Lite. Upon the closing of registration of interest, HPB will select participants from the pool of eligible registrants for participation in hiSG Lite.

B10. Can I participate in the study if I am currently also taking part in other HPB programmes (e.g. National Steps Challenge)?

Yes, participants of other HPB programmes are welcome to participate in hiSG Lite. The hiSG Lite study device issued to you (if applicable) will be able to measure the health data that can be synced to your smartphone and referenced by all HPB programmes.

HPB programmes, including hiSG Lite, use a common rewards currency in the form of HPB Healthpoints. Healthpoints earned in hiSG Lite will add on to your Healthpoints earned through other HPB programmes. Your total redeemable Healthpoints can be found at www.healthhub.sg/rewards.

B11. Do I have to ensure that I maintain a healthy lifestyle during the study?

The aim of hiSG Lite is to better understand our population's health behaviours and lifestyle. Therefore, it is not a study requirement for you to make any changes to your current lifestyle and behaviours.

C. USAGE OF STUDY DEVICE

<p>C1. What is the brand and model of the device used in this study?</p> <p>The device model selected for hiSG Lite will differ according to the inventory availability of the health tracker at the time of your onboarding. You will be informed of the study device model together upon confirmation that you have been selected to participate in hiSG Lite.</p>
<p>C2. Is the device free?</p> <p>The device is a property of HPB and will be issued to you for the purpose of your participation in hiSG Lite. If you participate in hiSG throughout the entire 6-month committed period, you will be able to keep the device at no cost at the end of the 6 months period. However, if you withdraw from the study prematurely, you will be subjected to the conditions listed in B7.</p>
<p>C3. Can I use other health trackers or devices to participate in hiSG?</p> <p>No. The models of study devices issued to participants have been curated to ensure that the data recorded by the approved study devices are comparable across users for the purpose of data analysis. You will therefore be required to wear the study device that is issued by HPB for the study to participate in hiSG Lite.</p>
<p>C4. What should I do if the device is damaged?</p> <p>As the device is a property of HPB during the 6-month committed period, you should take proper care of the device and follow the instructions of use and care as recommended by the manufacturer (available on the user manual and manufacturer website).</p> <p>However, should you require assistance on technical issues, resources are available at: https://help.fitbit.com. Support is also available at:</p> <ol style="list-style-type: none"> 1. Live chat (accessible via the Get Support Tab on help.fitbit.com) on Desktops/Notebooks only (8am – 8pm Singapore Standard Time) 2. Hotline @ 31586511 (8am – 8pm Singapore Standard Time) <p>The warranty for the device is for a period of 1 year (from the day of collection of the device) and covers both manufacturer’s defects and defects in materials and workmanship. The warranty does not cover wear and tear, excessive abuse or misuse and damage arising from failure to follow instructions relating to product use. If the damage was due to negligence or misuse of the device, you will have to bear the costs of replacing the device.</p> <p>Do note that after the 6-month committed period, you will be able to keep the device at no cost. Thus, should the device be damaged between the 13th and 24th month, after the 1 year warranty period, you can choose to buy a replacement device at your own expense to continue on with the study or withdraw from the study with no penalty. This is outlined in Schedule 1.</p>

C5. What should I do if I lose my study device?

The device is considered a property of HPB during the 6-month committed period. If you lose or misplace the device during the 6-month committed period, you will need to inform HPB of the loss immediately. You will need to make payment to HPB for the replacement of the device according to the rates in Schedule 1.

Do note that after the 6-month committed study period, you will be able to keep the device at no cost. Thus, should you lose your study device during the 18-month optional period, you can choose to buy a replacement device at your own expense to continue on with the study or choose to withdraw from the study with no penalty. This is outlined in Schedule 1.

Please call HPB at 6435 4008 or email us at hisglite@hpb.gov.sg if you require assistance in this area.

C6. Do I have to return the device at the end of the study?

If you have met the minimum usage requirements (refer to B6) throughout the 6-month committed period, ownership of the device will be transferred to you at the end of the 6-month committed period and you will be able to keep the device at no cost.

C7. I have encountered technical issues in the use of the device. Where can I get help from?

For hardware issues and issues related to the general use of the device, resources are available at: <https://help.fitbit.com>. Support is also available at:

1. Live chat (accessible via the Get Support Tab on help.fitbit.com) on Desktops/Notebooks only (8am – 8pm Singapore Standard Time)
2. Hotline @ 31586511 (8am – 8pm Singapore Standard Time)

For issues related to the hiSG mobile app, please contact HPB's support line at 6435 4008 or via email at hisglite@hpb.gov.sg for further support.

C8. Do I need to charge the device and how frequently do I need to do so?

Please refer to the product's user manual for information on use and care for the device.

D. USE OF THE hiSG APP**D1. Can I download and use the hiSG App even if I am not a selected hiSG Lite participant?**

As this is a research study, only selected hiSG Lite participants will be able to unlock and access the app.

D2. Do I need access to mobile data or internet connection during my participation in the study?

Yes, access to the internet (e.g., wifi or mobile data) is required for the hiSG app to update your health data and participation, award and update your earned Healthpoints and redeem rewards.

D3. Can I change my smartphone during my participation in hiSG Lite?

Yes. Do remember to sync your device with the hiSG mobile app before changing smartphone to minimize the chances of data loss. You will be able to access your past data by downloading the hiSG app in your new smartphone and restoring your profile.

E. DATA CONFIDENTIALITY

E1. How will HPB protect my data and ensure my privacy?

HPB places paramount importance on the protection of your data and information. All data and information provided by you and collected during the study will be managed in accordance with the guidelines stated in HPB's Privacy Statement (refer to www.hpb.gov.sg/privacy-statement for more details).

E2. Who will have access to my data?

The use of, disclosure of and provision of access to data and information provided by and collected from you will be in accordance to HPB's Privacy Statement as mentioned in E1.

HPB will require your signed consent to allow HPB access to the relevant data and information before you participate in hiSG Lite.

However, please note that activity data collected via the issued smartwatch will be shared with HPB by the device company. As such, the device company will have access to your activity data clocked on the device and any other information that was given to create an account with the device company.

Schedule 1: Schedule of rates payable by the Participant during the 24 months (6-month Committed Period and 18-month Optional Period)

	Scenario	Required payment by participant			
		6-month Committed Period		18-month Optional Period	
		1 st - 6 th mth	7 th – 12 th mth	13 th – 18 th mth	19 th – 24 th mth
1	Device fault due to manufacturer's defects	\$0 New unit replaced by Fitbit (1 year warranty)		Own expenses	
2	New Device has to be issued due to negligence This applies to both lost and user-damaged Devices.	\$198 (Fitbit Luxe)		Participants can choose to buy a replacement set at their own expense or drop out of the study with no penalty.	
3	Premature withdrawal	\$20 administrative fee <u>AND</u> Return device in its original working condition <i>or</i> pay a takeover fee of \$198.		N/A	

Schedule 2: Breakdown of rewards for participation over the course of the Study

Reward Type	1 st – 6 th mth (Committed Period)	18-Month Optional Period		
		7 th – 12 th mth	13 th – 18 th mth	19 th – 24 th mth
Variable reward Participant will be rewarded as and when he/she synchronises the device, log meals, respond to surveys etc. The higher the levels of participation, the more rewards the Participant will earn.	\$15 - \$60	\$0 - \$80 (est.)	\$0 - \$100 (est.)	\$0 - \$100 (est.)
Bonus milestone reward for remaining in study and meeting study requirements Participant will be rewarded with a bonus milestone reward at the end of each half-year as long as the Participant meets the monthly minimum requirements.	\$0	\$20*	\$20*	\$20*
Total reward per half year This is the range of reward that Participants are eligible to receive during each half year.	\$15 - \$60	\$0 - \$100	\$0 - \$120	\$0 - \$120
Cumulative total reward at end of each half year This is the range of total reward that Participants are eligible to receive at the end of each half-year.	\$15 - \$60	\$15 - \$160	\$15 - \$280	\$15 - \$400

Notes: Rewards will be given out via HPB Healthpoints. Please refer [here](#).

Maximum values are estimates and depend on the number of non-compulsory study activities such as completion of surveys available during the study period. Above estimates are accurate as of print. Amounts may be revised upwards during the course of the study.

**Bonus milestone reward only applicable if participant meets study requirements throughout the 6 months.*