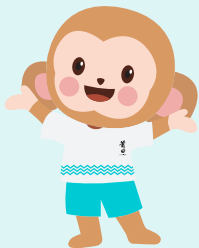


## FREQUENTLY ASKED QUESTIONS 常见疑惑解答

- How do I update my mobile number and other personal information?**  
You may approach our staff at any PUTIEN restaurant in Singapore (except PUTIEN Jewel Changi Airport and PUTIEN Marina Bay Sands) to update your personal information.  
**如何修改个人信息及联系号码?**  
到任何一家莆田门店的柜台做修改(除了莆田星耀樟宜机场和滨海湾金沙门店)。
- How do I check my Points balance and available vouchers?**  
After each transaction, an SMS containing the Points earned and Points accumulated will be sent to your mobile number. SMSes will also be sent to your mobile number to notify you about the vouchers available for usage.  
**如何查询积分/优惠券?**  
积分: 在每次消费结束后, 系统都会发送积分通知短信。  
优惠券: 在每次消费后如有获得升级相对应的优惠券, 系统都会发送获得优惠券通知短信。
- How do I redeem my vouchers?**  
You may redeem your vouchers at any PUTIEN restaurant in Singapore by notifying our staff upon being seated or at the point of transaction, prior to making payment.  
**如何兑换优惠券?**  
在莆田餐厅点餐时或结账时, 可向门店人员查询会员状态与优惠券使用方式。
- How are the vouchers distributed?**  
All vouchers are distributed through digital means.  
**优惠券的发行方式?**  
所有优惠券均以电子形式发行。
- Can my family and friends enjoy the membership privileges as well?**  
No, PUTIEN membership and membership privileges are exclusively for registered members only. Memberships and privileges may not be transferred, lent, or sold. The membership will be terminated in the event that the member has been found transferring, lending, or selling the membership.  
**我的会员账号可以分享给家人和朋友使用吗?**  
会员账号和会员权益仅限会员本人使用, 不得转让及转借或售卖。一经核实存在转让、转借或售卖的, 该账号将被收回积分、限制登录或封禁。
- I have earned Points at PUTIEN restaurants in Singapore. May I redeem them at PUTIEN restaurants in China, Hong Kong, Macao, Taiwan, and other countries?**  
No, you may redeem Points only at PUTIEN restaurants in Singapore (except PUTIEN Jewel Changi Airport and PUTIEN Marina Bay Sands). Points earned in Singapore is not transferrable to overseas locations.  
**我在莆田的新加坡门店消费累计的积分, 是否可以在莆田中国境内、港澳台及其他海外地区的莆田门店使用?**  
不可以, 仅限在新加坡的莆田使用(除了莆田星耀樟宜机场和滨海湾金沙门店), 各国家和地区积分不通用。
- What should I do if I have other queries about PUTIEN's membership program?**  
You may email us at [membership@putien.com](mailto:membership@putien.com) and we will get in touch with you within three working days.  
**会员应用规则或相关问题可以向谁咨询?**  
您可以邮件莆田反馈邮箱: [membership@putien.com](mailto:membership@putien.com), 我们的负责人员会在三个工作日内回复。



	Basic Member 基本会员	Gold Member 黄金会员	Platinum Member 白金会员
Welcome Benefits 会员好礼	New member 注册会员即可	Spend \$800 within a year 1年内消费满\$800	Spend \$3000 within a year 1年内消费满\$3,000
Rebate 回扣	3.3%	4%	5%
S\$50 E-voucher \$50电子折价券		×1	×2
Food E-voucher 电子菜品券		×1	×2
20% Birthday E-voucher 20%电子生日折扣券	✓	✓	✓
PUTIEN Four Greatest Fruits Sampling 品尝莆田四大名果	✓	✓	✓

\* Get on the latest information about PUTIEN Seasonal Festivals. \* Terms & Conditionals Apply.  
\*所有会员可优先收到莆田食材节的最新资讯。\*附带条款与条件。



MICHELIN Guide Singapore 2016, 2017, 2018, 2019, 2021, 2022 & 2023

**ONE MICHELIN Star Restaurant**  
**PUTIEN Kitchener Road Outlet**

新加坡吉真那路老店连续7届荣获米其林一星餐厅

**Join the PUTIEN membership  
to enjoy exclusive benefits**  
**加入莆田会员, 独享权益**

Scan to register for  
a free PUTIEN membership  
扫描即可免费会员



SCAN ME



**Up to  
5% Rebate**  
回扣高达5%



**Upgrades Perks :**  
**S\$50 E-voucher  
and Food E-voucher**  
升级好礼:  
S\$50的电子折价券与赠送菜品



**20% Birthday  
E-voucher**  
20%电子生日折扣券



**PUTIEN  
Four Greatest Fruits  
Sampling**  
品尝莆田四大名果

## PUTIEN MEMBERSHIP TERMS AND CONDITIONS 莆田会员使用条款

### PUTIEN MEMBERSHIP 关于会员

#### A. PUTIEN Membership Application 申请莆田会员

- Sign up for a complimentary lifetime membership by scanning the QR code at any PUTIEN restaurant in Singapore (except PUTIEN Jewel Changi Airport and PUTIEN Marina Bay Sands). 无需注册费。可以通过莆田在新加坡任何一家莆田餐厅(除了莆田星耀樟宜机场和滨海湾金沙门店)扫码申请,即可获得一个免费的会员。
- The following details are required for sign-up: Full name, email address, mobile number, gender, and date of birth. 新用户注册需要填写会员名字、邮箱地址、绑定手机号、性别与生日日期。
- One mobile number is permitted to sign up only once. 每个手机号只能注册一次。
- Membership sign-up is limited to only Singapore mobile numbers (+65). 只允许新加坡手机号(+65)注册为会员。

#### B. Membership Validity 会员有效期

- Enjoy a lifetime membership from the date of registration (Applicable only to PUTIEN restaurants in Singapore). 从申请之日起,有效期为99年,仅在新加坡境内有效。
- Membership privileges may be enjoyed only by the member. Sharing and transferring of membership is not allowed. 会员特权只能由会员本人享受,严格不允许共享与转让账户。
- PUTIEN membership programme is not available at PUTIEN Jewel Changi Airport and PUTIEN Marina Bay Sands. 莆田会员不适用于莆田星耀樟宜机场和滨海湾金沙门店。

### MEMBERSHIP RULES 会员等级规则

- After signing up as a Basic Member, the membership tier will be determined by the member's total spending accumulated over 12 months (Not including GST and 10% service charge). 在注册成为基本会员后的12个月内每次到店消费所累积的金额(不包含政府消费税和10%服务费),依次划分【基本会员、黄金会员和白金会员】。
- Membership downgrade rules will apply to members who do not fulfil the minimum spending criteria within the 12-month membership period. 会员在12个月内没有达到等级所需的消费金额将会自动降级。

- Basic or Gold Members who spend S\$3,000 in a single transaction will be upgraded to Platinum and will receive two S\$50 e-Vouchers as well as tier benefits. 基本会员及黄金会员在一次消费满S\$3000,直接升级到白金会员,将会获赠2张S\$50折价券以及对等级级的回馈。

#### A. Membership Tiers 会员等级

- Basic Membership: Complimentary membership upon signing up; no minimum spending; no vouchers available. 基本会员(第一级):注册后可免费获得会员资格;无最低消费;无优惠券。
- Gold Membership: Spend more than or equal to S\$800 and less than S\$3000; receive one S\$50 e-Voucher and one Food e-voucher. 黄金会员(第二级):S\$801-S\$2999消费金额;获得1张S\$50电子折价券,1张电子菜品券。
- Platinum Membership: Spend more than or equal to S\$3,000; receive two S\$50 e-Vouchers and two Food e-Vouchers. 白金会员(第三级):S\$3000消费金额;获得2张S\$50电子折价券,2张电子菜品券。

#### B. Membership Upgrade Rules 会员升级规则

- Upon fulfilling the spending criteria for upgrade in a transaction, the member may use the Upgrade e-Vouchers on the next bill. The accumulated spending amount will reset to zero in the new tier. 当日消费达到升级门槛后,所赠送的电子优惠券必须在下次消费时使用。每次升级所累积的金额都会归零。

#### C. Membership Downgrade Rules 会员降级规则

- The membership will be downgraded if the member does not fulfil the spending criteria after 12 months. The accumulated spending amount will reset to zero in the new tier. 在12个月,如果达不到及无法维持当前等级会员所需累积的最低消费金额,则会下降一级会员等级,所累积的金额也会归零。

### S\$50 UPGRADE E-VOUCHER S\$50的电子礼券

- Basic Members who have fulfilled the minimum spending criteria to upgrade to Gold will receive one S\$50 e-Voucher upon upgrading. This e-Voucher is valid for 6 months from the date of issue. 基本会员升级至黄金会员可获赠1张S\$50电子折价券;自发行日期开始计算,有效期为6个月。
- Basic or Gold members who have fulfilled the minimum spending criteria to upgrade to Platinum will receive two S\$50 e-Vouchers upon upgrading. These e-Vouchers are valid for 6 months from the date of issue. 黄金会员升级至白金会员可获赠2张S\$50电子折价券;自发行日期开始计算,有效期为6个月。
- Only one e-Voucher may be used per transaction; members are not permitted to use multiple e-Vouchers per transaction. 每次消费只能使用1张S\$50电子折价券;不能同时使用多张S\$50电子折价券。
- e-Vouchers cannot be used in conjunction with other vouchers (10% PUTIEN Friend Discount e-Voucher, 20% Birthday Discount e-Voucher, Food e-Vouchers, etc.). 此券不能同时使用与其他电子优惠券(10%电子老友折扣券,20%电子生日折扣券与电子菜品券等)一并使用。
- e-Vouchers are valid only for dine-in usage. 仅限堂食使用。

### FOOD E-VOUCHER 电子菜品券

- Basic Members who upgrade to Gold will receive one Food e-Voucher. This Food e-Voucher is valid for 12 months during the membership period of the new tier. 凡是基本会员升级至黄金会员即可获得1张电子菜品券,自发行日期开始计算,有效期为12个月。
- Basic or Gold Members who upgrade to Platinum will receive two Food e-Vouchers. This Food e-Voucher is valid for 12 months during the membership period of the new tier. 凡是基本会员或黄金会员升级至白金会员可获得2张电子菜品券,自发行日期开始计算,有效期为12个月。
- Each Food e-Voucher may be redeemed for one of the following Regular-size signature dishes: Fujian Seafood Lor Mee, Fried Heng Hwa Bee Hoon, PUTIEN "Ca Fen", PUTIEN Cabbage Rice, and Mazu Mee Sua. 此券可兑换一道例份风味主食:福建海鲜卤面,兴化炒米粉,农家擦粉,铁锅包菜饭以及妈祖太平面。
- Food e-Voucher redemption depends on the in-store availability of the specific dish. 菜品兑换依门店存货供应为准。
- Only one Food e-Voucher may be used per transaction; members are not permitted to use multiple Food e-Vouchers per transaction. 每次消费只能使用1张电子菜品券,不能同时使用多张电子菜品券。
- Food e-Vouchers cannot be used in conjunction with other vouchers (10% PUTIEN Friend Discount e-Voucher, 20% Birthday Discount Voucher, S\$50 e-Vouchers, etc.). 此券不能同时使用与其他电子优惠券(10%电子老友折扣券,20%电子生日折扣券与S\$50电子折价券等)一并使用。
- Food e-Vouchers are valid only for dine-in usage. 仅限堂食使用。

### BIRTHDAY PRIVILEGES 生日礼遇

- All members will receive one 20% Birthday Discount Voucher on the first day of their birthday month. The Birthday Discount Voucher is valid for 1 month from the date of issue. 所有会员将在生日月份的第一天收到1张20%的电子生日折扣券,自发行日期开始计算,有效期为1个月。
- New members who sign up on the first day of their birthday month are not permitted to use the Birthday Discount Voucher immediately upon signing up. 新会员在注册当天不能使用20%的电子生日折扣券,此券将在第二天生效。
- New members who sign up after their birthday during their birthday month may utilise the Birthday Discount Voucher the day after signing up. 对于新会员在生日日期后注册,第二天才能使用20%的电子生日折扣券。
- The 20% Birthday Discount Voucher cannot be used in conjunction with other vouchers (10% PUTIEN Friend Discount e-Voucher, S\$50 e-Vouchers, Food e-Vouchers, etc.). 此券不能与其他电子优惠券(10%电子老友折扣券,电子菜品券与S\$50电子折价券等)一并使用。
- The Birthday Discount Voucher is valid only for dine-in usage. 仅限堂食使用。

### EARNING AND REDEMPTION OF POINTS 积分与折扣优惠

#### A. Earning of Points 积分

- Members are entitled to earning of points and rebates (in the form of Points) based on their total food bill for dine-in or takeaways at any participating restaurants. Receive S\$1 rebate with every 100 points earned. 会员在任何参与会员活动的莆田餐厅堂食及自提外带时,都可赚取积分及折扣。每100积分将获得S\$1回扣。
- Rebates are valid for 12 months starting from the date the points are earned. The rebates for each membership tier are as follows:  
a. Basic Members: 3.3% per transaction; Earn 330 points with every S\$100 spent, S\$3.3 rebate.  
b. Gold Members: 4% per transaction; Earn 400 points with every S\$100 spent, S\$4 rebate.  
c. Platinum Members: 5% per transaction; Earn 500 points with every S\$100 spent, S\$5 rebate.  
积分的有效期为12个月,自发行日期开始计算。各个会员等级的回扣率如下:  
a. 基本会员:3.3%;每消费S\$100可获得330积分,可获S\$3.3回扣。  
b. 黄金会员:4%;每消费S\$100可获得400积分,可获S\$4回扣。  
c. 白金会员:5%;每消费S\$100可获得500积分,可获S\$5回扣。
- Earning of Points is calculated after the redemption of Points or vouchers (10% PUTIEN Friend Discount e-Voucher, 20% Birthday Discount Voucher, S\$50 e-Vouchers, Food e-Vouchers, etc.). For a total food bill that contains set meals, promotional items, and a la carte items, only eligible set meals and a la carte items can earn Points. 赚取积分是在进行扣分或兑换优惠券(10%电子老友折扣券,20%电子生日折扣券与S\$50电子折价券等)后计算的。对于一张消费单据包含套餐、促销菜品和单点菜品,只有符合条件的套餐和单点菜品才能获得积分。
- The total food bill excludes promotional dishes, tea, beverages, alcoholic beverages, wet tissues, service charge, GST, etc. This amount is referred to as the total net spend. For example, if a Basic Member redeems 5000 Points (P\$50) for a total net spend of S\$250, the member will only need to pay the final amount of S\$200 and will earn S\$200 x 3.3 = 660 Points (P\$6.60). 一张消费单据的积分项目,不包括促销菜品(海蛎/豉头蛰一次点俩等)、茶水、饮料、酒精饮料、湿纸巾、服务费与消费税等,这个数额被称为总净消费。例如,如果一个基本会员兑换了5000积分(P\$50的回扣),总净消费为S\$250,该会员只需要支付最后的S\$200,就可以赚取S\$200 x 3.3 = 660积分(P\$6.6的回扣)。
- Earning of Points is not valid for gift boxes (Da Hong Pao, Mee Sua, Heng Hwa Bee Hoon, Spice Mum Chilli Sauce, etc.) and seasonal items (Mooncakes and Four Famous Fruit Gift Boxes, etc.) unless otherwise mentioned by PUTIEN. 精品礼盒(大红袍、面线、米粉、辣妈酱)和季节性商品(月饼与四大名果礼盒等),不符合赚取积分的条件,除非特别说明。
- To enjoy the membership privileges, members have to identify themselves by notifying our staff upon being seated or before the point of transaction. Members may not earn Points after the transaction has been completed. 会员必须在账单/座位处告知我们的工作人员,以表明自己的身份,从而享受会员权益。严格规定在完成销售交易后不能赚取积分。
- To earn Points, members must be physically present at the restaurant during the transaction. Points will not be credited to the membership if the member is not physically present during the transaction. Staff may require the member to present a credit card, debit card, or any other relevant identity document for additional verification of the member's identity. 会员必须亲自到场才能赚取积分。如果会员在结账时不在现场,将不会有积分入账。我们可能会要求提供信用卡/借记卡,任何可以证明会员的身份,以进一步核实,以便我们促进会员福利和权益。
- Points cannot be exchanged for cash or other PUTIEN vouchers (10% PUTIEN Friend Discount e-Voucher, 20% Birthday Discount Voucher, S\$50 e-Vouchers, Food e-Vouchers, etc.). 积分不能兑换成现金或换取莆田餐饮集团的优惠券(10%电子老友折扣券,20%电子生日折扣券,电子菜品券与S\$50电子折价券等)。
- Points may be earned only at PUTIEN restaurants in Singapore (except PUTIEN Jewel Changi Airport and PUTIEN Marina Bay Sands). 仅限在新加坡莆田门店赚取积分(除了莆田星耀樟宜机场和滨海湾金沙门店)。

#### B. Redemption of Points 折扣

- Points cannot be used in conjunction with the redemption of vouchers (10% PUTIEN Friend Discount e-Voucher, 20% Birthday Discount Voucher, S\$50 e-Vouchers, Food e-Vouchers, etc.). 折扣不适用于并用所有的优惠券(10%电子老友折扣券,20%电子生日折扣券,电子菜品券与S\$50电子折价券等)。折扣与优惠券使用只能二选一。
- Points earned in a transaction may be used only in subsequent transactions. 折扣的分数不包括当次得到的新积分。
- To redeem Points, members must be physically present at the restaurant during the transaction. Staff may require the member to present a credit card, debit card, or any other relevant identity document for additional verification of the member's identity. 会员必须亲自到场才折扣。我们可能会要求提供信用卡/借记卡,任何可以证明会员的身份,以进一步核实,以便我们促进会员福利和权益。
- Points may be redeemed only at PUTIEN restaurants in Singapore (except PUTIEN Jewel Changi Airport and PUTIEN Marina Bay Sands). 仅限在新加坡莆田门店进行折扣(除了莆田星耀樟宜机场和滨海湾金沙门店)。