

Frequently Asked Questions (FAQs) for Healthier Choice Symbol (HCS) Online Application System - Product Review

1. What is Product Review?

It is a yearly exercise where companies will review their HCS product(s) listed in the Licence Agreement with Health Promotion Board and determine if they wish to keep the HCS or discontinue HCS on the product(s). They will also need to declare that:

- a) there has been no change in the contents of the Product (i.e. no change in product formulation).
- b) the Product comply with the Healthier Choice Symbol Nutrient Guidelines.

Once product review is submitted, the package status of the product(s) you have selected to discontinue will be changed to *Discontinued* in the system.

2. Who needs to do Product Review?

Only companies with valid licence agreement and at least one approved application are required to do product review.

If your company is not required to do product review you will see this in Manage Product Review:



3. Which company staff can complete the product review?

Both Authorised Representative and Staff for HCS can complete the product review.

4. When is the Product Review?

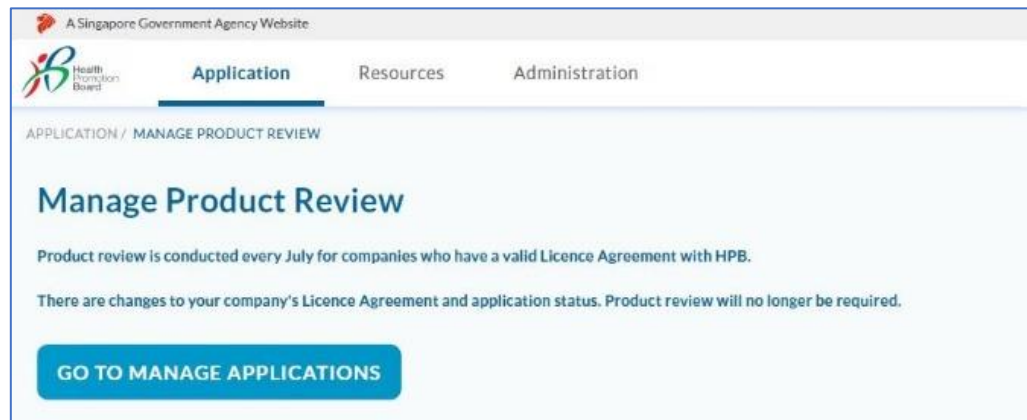
Product Review Exercise occurs yearly, starting from 1 Jul.

- The regular Product Review period is from 1 Jul – 31 Aug.
- The Suspension/Appeal period is from 1 Sep – 31 Oct.
 - This is for companies which did not complete the Product Review during the regular period. This is a second chance to complete the Product Review before the Licence Agreement is terminated on 1 Nov due to Product Review not being completed.

5. How will I know when Product Review begins?

On 17 Jun, you will receive the pre-season email notification that Product Review exercise is starting soon. On 1 Jul, you will be notified by email that Product Review exercise has started.

6. The company was selected for product review. But something changed, the product review Selection page is no longer accessible and instead the following screen is shown in *Manage Product Review*. What does it mean and why?



This screen occurs because the application or package status has changed (e.g. to rejected/discontinued/closed due to various reasons), resulting in a total of zero approved applications under the company's Licence Agreement. Therefore, the License Agreement is terminated, and company no longer needs to do product review.

7. Why do only certain applications show on the Product Review Module?

Only approved application(s) will be populated in the HCS list for product review. Approved application(s) includes revised artwork (packaging already approved but resubmitted for approval due to change in artwork (e.g. design)).

8. a) Why does rejected package/application(s) appear in the HCS populated list for product review?

The application/package status on the Selection page is live, so the status of approved application/package(s) may change during product review exercise. Thus, you may see rejected/discontinued/closed application or package status in the HCS list for product review.

b) Should I select the application/package(s) with rejected/discontinued/closed status for discontinuation?

You do not need to select application/package(s) with rejected/discontinued/closed status for discontinuation as it is already rejected/discontinued/closed. But if you do select them to be discontinued, note that the status will not change but you are able to select the reason for discontinuation.

9. I did not complete product review by 31 Aug.

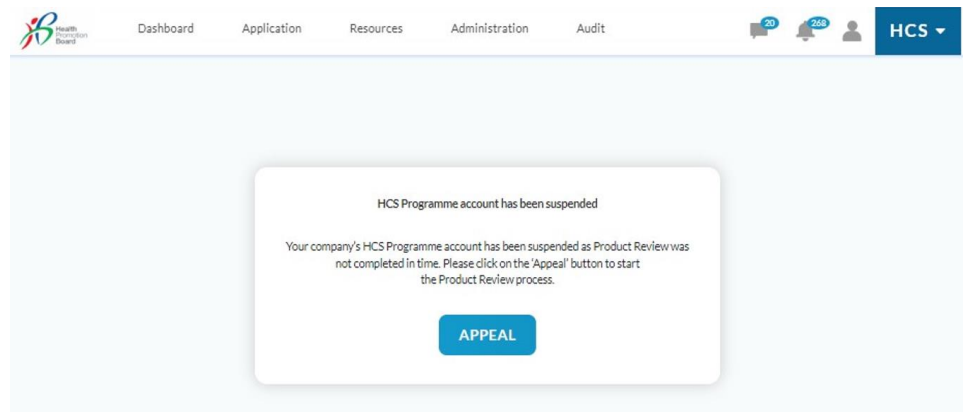
a) What are the repercussions?

The company's HCS programme account will be suspended. During suspension, company will not be able to create, submit HCS application(s) or amend application(s). Company is also unable to use any HCS modules, including HCS Application, Product Review and Advertising Materials modules.

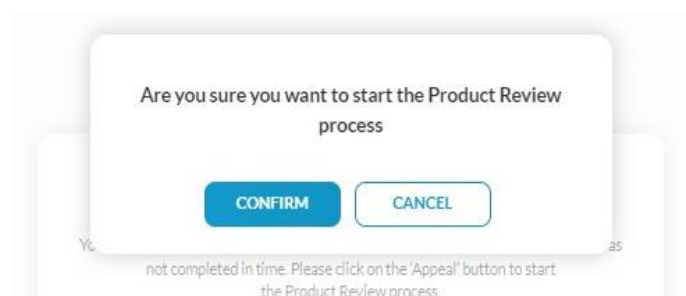
b) What should I do next?

1. Self-appeal for Product Review during Suspension period

- a. During suspension period, when a company logs in, this page will be shown (see image below). Company can click on the 'Appeal' button to start the Product Review process.



- b. There will be a pop-up box to confirm the action. After confirming, the system will bring company to the Product Review page to complete the Product Review. If company does not complete the Product Review and logs out of the system, the system will continue to send email reminders for company to complete the appeal. Company will not be able to use other functions in the system (i.e. submit applications) during suspension and appeal period.



10. I did not complete product review by 31 Aug, and I did not appeal / I appealed but did not complete product review by 31 Oct.

a) What are the repercussions?

On 1 Nov, the following will occur:

- Company's approved application(s) will all be rejected, and the License Agreement will be terminated. Company HCS programme status will change from *Active* to *Enrolled*.
- HCS programme account will no longer be suspended, and the company will regain access to HCS modules and can submit HCS application(s). Essentially, the company will have to restart the application process to keep HCS on their product(s).

b) What should I do next?

If company wishes to continue participating in the Healthier Choice Symbol (HCS) Programme, please submit new application(s) for your product(s) via HCS Online to obtain approval and a valid Licence Agreement.

This is because upon termination of the Licence Agreement, it is an infringement of Trade Mark if company continues to use the HCS logo on their product packaging(s) and any form of advertising material(s). HPB reserves the right to take legal action against companies which use the HCS logo on their product packaging(s) and any form of advertising material(s) without a valid Licence Agreement and approval.

Audit checks will be conducted. If the non-compliant product(s) is/are still found to be carrying HCS in the market during our follow-up checks, HPB intends to list these products on the HCS website and/or other forms of media to ensure programme integrity is maintained and consumers are not being misled.