



全新上線 賞·捐血 積分獎勵計劃

HK Blood App

FAQ

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About Reward Points

1. How many points are rewarded for each donation ?

Donors earn 5 points for each blood donation they make.

2. How long will it take to receive the points upon each blood donation?

Donors can expect to receive their points within 2-3 working days.

3. Can first-time donors or donors without the HK BLOOD App to receive the points?

They can still retrieve their points by downloading the app within 28 days from the day of blood donation.

4. What is the point validity?

The points remain valid for 365 days from the day of the successful blood donation..

5. Can donors get their points back if failed to redeem souvenirs within the redemption period?

Donors fail to redeem souvenirs within the specified redemption period, the related points will automatically return to their account within one day.

6. Can donors view their points & redemption history?

HK BLOOD App can display the points and redemption records within the past 365 days.

FAQ

About Souvenir Redemption

1. How long the donors have to collect souvenirs after reserving them via HK BLOOD App?

Donors have 14 days (counting from the next day after making the reservation) to collect reserved souvenirs at selected donor centre.

2. Upon a souvenir is reserved, can it be cancelled or made any changes?

No, while donors can choose not to collect the souvenir, and after the 14-day redemption period, the points will automatically be returned to their account within one day.

3. Upon a souvenir is redeemed, can it be returned, cancelled or made any changes?

No, souvenirs redeemed cannot be returned nor exchanged for other souvenirs, points or cash.

4. If a donor accidentally goes to the wrong redemption location, can they still redeem the souvenir?

If stock is available, the donor can change the redemption location via the HK BLOOD App.

Steps: Me → My Rewards → Click on the relevant souvenir → Change redemption location → Select the redemption location → Check the box “I understand the terms and conditions” → Confirm

5. What if the desired souvenir is out of stock?

If the souvenir is only out of stock at a specific redemption location, the donor can select another centre with stocks available. If all the other locations are out of stock, donors can:

Steps: Redemption → select the relevant souvenir → click “Notify me when available”

When the souvenir is restocked, a notification will be sent via HK BLOOD App.

FAQ

About Electronic Certificates

1. Why are the attendance certificates from over a year not available?

HK BLOOD App can only displays attendance certificates within the past 365 days.

2. Can past recognition certificates be retrieved via the HK BLOOD App?

The HK BLOOD App can only shows the most recent recognition certificate.

3. Can the latest attendance certificate and recognition certificate be retrieved via HK BLOOD App immediately after donating blood?

Both certificates are available in 2-3 working days after blood donation.

Others

1. How to activate the camera function for redeeming souvenirs?

iPhone: Go to Phone Settings → Privacy & Security → Camera → Select HK Blood → Toggle to allow camera access.

Android: Go to Phone Settings → Apps → Select HK Blood → Permissions → Camera → Select “Allow only while using the app.”

2. How to enable notification functions in HK BLOOD App?

iPhone: HK Blood App settings → Enable push notifications → Go to phone settings → Tap “Notifications” → Toggle “Allow Notifications.”

Android: HK Blood App settings → Enable push notifications → Go to phone settings → Tap “Notifications” → Toggle “Allow Notifications.”