

Paragon Club – Frequently Asked Questions

What is Paragon Club?

Paragon Club is a rewards programme that allows members to earn points when spending at participating stores in Paragon. Points may be redeemed for shopping and dining e-Vouchers, parking rewards, member benefits and more.

How do I join?

Joining Paragon Club is complimentary and fuss free:

1. **Download the Paragon Club app** (iOS 15.1+ or Android 8+) from the App Store or Google Play.
2. **Register** with a unique mobile number and a valid email address.
3. **Verify your mobile number** to activate your membership.

Am I eligible to sign up for the Paragon Club programme?

Membership is available for individuals aged **18 years or above** who reside in any of the following countries/regions: Singapore, Australia, Bangladesh, Canada, China, Hong Kong, India, Indonesia, Japan, Malaysia, Myanmar, New Zealand, Philippines, South Korea, Taiwan, Thailand, Vietnam.

Each individual may hold **one (1) Paragon Club account only**. Membership and all associated benefits are **strictly non-transferable**.

Why do I need both my mobile number and email address?

Your mobile number uniquely identifies your Paragon Club account.

Your email address is used for account recovery and receiving important membership updates.

Shared mobile numbers (including those previously used by another member) can not be utilised and will not be recognised.

I am not receiving OTP messages. What should I do?

Make sure your mobile number or email address is entered correctly. Confirm that your device and mobile plan can receive SMS messages and check your email junk/spam folders if the email does not appear. Disable SMS-blocking apps or settings. If the issue persists, please visit the Concierge desk at Paragon or email paragonclub@straitproperties.com.sg.

How do I log-in if my mobile number has changed?

Please visit the Concierge desk at Paragon or email paragonclub@straitproperties.com.sg.

What are the membership tiers?

There are 4 membership tiers that comprise the Paragon Club programme:

- Premier: Base tier upon sign-up with no minimum spend required.
- Prestige: Qualify with a minimum of \$25,000 nett spend within 12 months.
- Platinum: Qualify with a minimum of \$100,000 nett spend within 12 months.
- Pinnacle: Qualify with a minimum of \$250,000 nett spend within 12 months.

Upon ascension of your membership tier, your qualifying spend resets to \$0, and a new 12-month membership cycle will commence. Members who do not meet the required minimum spend corresponding to their current tier will be downgraded at the end of the membership cycle.

What are the points multipliers for each tier?

Tier	Points Multiplier
Premier	Base earn rate
Prestige	2x
Platinum	3x
Pinnacle	4x

What are the key benefits and privileges of each membership tier?

Prestige, Platinum & Pinnacle

- Access to the Paragon Club Members' Lounge (Prestige and above), with one accompanying guest.
- Members may reserve our meeting suites available in the Paragon Club Members' Lounge for private meetings.

Platinum

- Complimentary afternoon tea e-Vouchers, available monthly and can be enjoyed in the comfort of the Paragon Club Lounge.
- Eligible for Birthday Gift e-Voucher (Birthday Cake). An advance booking of 3 days is required.
- Eligible for Birthday bonus points
- Complimentary points (Welcome Benefit) upon ascension to Platinum membership tier and retention of current membership tier (discretionary)

Pinnacle

- Complimentary afternoon tea e-Vouchers, available monthly and can be enjoyed in the comfort of the Paragon Club Lounge.
- Eligible for Birthday Gift e-Voucher (Birthday Cake). An advance booking of 3 days is required.
- Eligible for Birthday bonus points
- Complimentary points (Welcome Benefit) upon ascension to Pinnacle membership tier and retention of current membership tier (discretionary)
- Higher Birthday bonus points multiplier
- Highest points multiplier (4X)

Welcome Benefits

- Platinum: 500 points (worth \$200)
- Pinnacle: 1,250 points (worth \$500)

Awarded only upon ascension.

Is there a birthday benefit?

Birthday Gift

- One Birthday Cake e-Voucher issued on the first day of your birthday month
- Member must indicate date of cake collection at least 3 days in advance
- Failure to collect on the confirmed date will result in forfeiture
- Exclusive for Platinum and Pinnacle members

Birthday Bonus Points (All membership tiers)

Member may enjoy points multiplier on the first eligible transaction of your birthday month.

- Premier: 2x multiplier, capped at 25 points
- Prestige: 3x multiplier, capped at 50 points
- Platinum: 4x multiplier, capped at 100 points
- Pinnacle: 5x multiplier, capped at 200 points

Birthday points multiplier cannot be stacked with membership tier multiplier.

How are points calculated?

Points earned per \$100 nett spend (or \$500 for supermarkets/enrichment centres):

- First block per day earns the higher “first block” rate
- Subsequent blocks earn the “subsequent block” rate

Daily Spend Block	Premier	Prestige (2x)	Platinum (3x)	Pinnacle (4x)
First \$100 (or \$500 for supermarkets/enrichment centres)	5 points	10 points	15 points	20 points
Subsequent \$100 (or \$500 for supermarkets/enrichment centres)	1 point	2 points	3 points	4 points

Members may accumulate a maximum of 50,000 base points per membership cycle. There is no cap on bonus points awarded through promotions.

How do I earn points?

- Present your membership QR code upon payment
- Combine same-day receipts to reach the minimum \$100 nett spend. A minimum spend of \$20 is required per receipt.
- Supermarket and enrichment centre transactions require a minimum \$500 same-day nett spend to qualify.
- Points cannot be earned for the following transactions: voucher payments (voucher-funded portion), gift cards, cash cards, stored value top-ups, selected tenants, Paragon Medical, banks/ATMs, money changers, and atrium non-mall vendors.

Points will be credited within 21 working days after validation.

SRPMS may adjust or deduct points for invalid or suspicious transactions.

Where can I earn points?

Members can earn points at all participating stores except the following:

- Paragon Medical
- Banks/ ATMs
- Money changer
- Atrium vendors who are not mall tenants
- Selected stores who are not participating in the programme

Please refer to the list of participating stores in the [Store Directory](#)

What transactions are not eligible for points?

Points will not be awarded for: Voucher-funded portions of purchases Gift cards and stored-value cards Cashcards or stored-value top-ups Deposit receipts Instalment receipts that do not reflect full payment Discounted or promotional receipts at non-participating stores Purchases not supported by valid receipts.

Can I submit receipts from purchases made before becoming a Paragon Club member?

No, only receipts dated on or after your membership activation date are eligible for the earning of points.

When will my points expire?

Points expire 12 months from the month of issuance, on a rolling basis. To illustrate, points earned in January 2026 will expire on 31 December 2026.

Where can I check the balance and expiry date of my membership points?

Within the Paragon Club app, tap 'e-Wallet' tab to view your balance and membership points expiry.

Is there a limit to the number of points I can earn?

Members can earn up to a maximum of **50,000 base points per membership cycle**. Once this limit is reached, no additional **base points** will be awarded for eligible transactions until the next cycle commences.

However, **bonus points earned through approved promotions are not subject to the maximum limit**, and you will continue to receive these, where applicable.

Is there a limit to the number of transactions I can accumulate to earn points?

There is no limit to the number of transactions you can submit for point accumulation each day.

Multiple same-day transactions can be combined to meet the minimum qualifying spend of \$100 nett (or \$500 nett for super markets and enrichment centres).

Each individual transaction must have a minimum of \$20 nett spend to be eligible.

Can I transfer or share my points or membership?

No. Memberships and points are non-transferable and cannot be shared.

What if my points are missing or incorrect?

In the event the app or scanning function is unavailable, members must present the original receipt(s) at the Concierge desk, located on Level 1 of Paragon within 7 days of purchase.

For inaccurate issuance of points, please return to the store for same-day errors. If 7 days have passed since the date of purchase, please seek assistance at the Concierge desk.

What can I redeem my points for?

Points may be exchanged for rewards, privileges and deals using the Paragon Club app. Depending on your corresponding membership tier, rewards and privileges include shopping and dining vouchers, as well as parking benefits.

Where can I view my e-Vouchers?

Navigate to the e-Wallet tab on the mobile app and tap on the e-Voucher tab to view the available e-Vouchers in your account.

How do I utilise my other shopping or dining e-Vouchers?

You can use your e-Vouchers directly from the Paragon Club app:

1. Go to the **e-Wallet** tab
2. Select the **e-Voucher** you wish to use
3. Tap "**Use Now**" to generate the QR code
4. Present the QR code at the participating store for verification and redemption.

Once an e-Voucher is submitted for use, it is considered **redeemed**. e-Vouchers that been utilised **cannot be refunded or reversed**.

Can I combine e-Vouchers with in-store promotions?

Terms and conditions for each voucher are available in-app under the respective voucher listing. As store policies may vary, please check directly with the participating store.

What if the store cannot scan my e-Voucher?

Please ensure that your mobile screen brightness is set to the highest level, as low brightness can affect QR code recognition. If the QR code still cannot be scanned, please reach out to the Concierge team for further assistance.

Can used e-Vouchers be refunded?

No. E-Vouchers that have been **used at participating stores** or have **expired** are strictly **non-refundable**.

What are parking rewards?

Members may redeem points for:

- Parking Credits (CP\$): 1 point = \$0.40 in parking credits
- Parking Vouchers: Complimentary parking hours (tier-dependent)

Parking credits expire 12 months from redemption.

Deductions will be applied in the following sequence: Parking Vouchers, followed by Parking Credits, and thereafter IU stored value.

Members may register up to 3 IU numbers, with only one IU active at any given time.

How do I update my vehicle IU number?

Update your IU details in the Paragon Club app under 'Carpark'. Only one IU can be active at any given time.

Where can I view my parking credits or vouchers history?

Transactions relating to parking credits and voucher redemption or usage can be viewed in the app under the 'Carpark' tab.

Can parking credits or deductions be reversed?

No, parking credits and/or parking vouchers that have been deducted or expired are non-refundable.

What privileges or benefits can members enjoy at the Paragon Club Lounge?

The lounge is accessible exclusively for Prestige, Platinum and Pinnacle members.

- Operating hours: 11 am to 9 pm, daily
- One accompanying guest is permitted per member
- Complimentary beverages (subject to availability)
- Afternoon tea is available from 2 pm to 5pm daily for Platinum & Pinnacle members
- Members may reserve our meeting suites available in the Paragon Club Members' Lounge for private meetings.

Behavioural and safety rules apply. The lounge is under CCTV surveillance. For more details relating to the Paragon Club Members' Lounge, please visit the 'Members Lounge' tab in-app.

Do I need a reservation to enter the Paragon Club Members' Lounge?

No reservation is required. Entry is subject to member tier and the capacity of the lounge. Simply flash your member's QR code at the lounge for entry.

How do I delete my account?

If you would like to delete your account, you may tap 'Edit Profile' and thereafter 'Delete Account' via your app or email paragonclub@straitproperties.com.sg to submit your request.

Upon deletion of your account,

- All personal details, points, e-vouchers, parking credits, and transaction history associated with the account are permanently erased and cannot be recovered. Throughout the 6-month lockout period, the associated mobile number will be masked and will not be recognised by the system for new registrations. For transparency and security, the account, along with its status history (for instance, registration date and date of deletion), will be securely stored in an inactive state with encryption, specifically for audit and verification purposes only. New memberships can only be registered after the 6-month lockout period.
- Any points accumulated in the members' accounts will be forfeited upon termination of membership for any reason whatsoever and no compensation will be offered for forfeited points.
- Members with memberships terminated previously due to inactivity will be required to re-join the programme as a new member.

My app is not loading or loading very slowly. What should I do?

If you experience slow loading, please ensure that you have an active internet connection with adequate signal strength. You may attempt to log in again once the connection improves.

I need assistance with my app access. What should I do?

If you are experiencing an issue with accessing the app, please contact us at paragonclub@straitproperties.com.sg for technical support.

I am prompted to update the Paragon Club app. Will my points and existing information be deleted when I update the Paragon Club app?

All existing account information and points earned will remain the same.

I am unable to sign up or log-in to the app. What should I do?

There are several reasons you may not be able to log in to your account:

- Check your internet connection and ensure you have a strong signal. You may try logging in again once the connection improves
- Ensure your login credentials are correct
- Make sure you have downloaded the latest version of the Paragon Club app from the App Store or Google Play.

If you are still experiencing issues, please contact us at paragonclub@straitproperties.com.sg for technical support.

Contact us:

For additional assistance or enquiries, please visit the Concierge desk, located on Level 1 at Paragon. Available from 10 am to 9.30 pm daily.

Connect with us via email at paragonclub@straitproperties.com.sg