

FAQ

1) **Q: Why am I unable to access the Celebrating Life website?**

A: The Thomson Celebrating Life website is down temporarily for scheduled maintenance from 30th Oct 2023 (Monday) to 5th Nov 2023 (Sunday) inclusive.

2) **Q: Will my Celebrating Life Rewards points be credited for my purchases?**

A: Yes, your Celebrating Life reward points will still be auto-credited to your membership account for non-medical purchases. You can login to your account on the Celebrating Life website to view your rewards points balance after the maintenance period from 6th Nov 2023 (Monday).

3) **Q: Can I access the Celebrating Life e-card during the maintenance period?**

A: The Celebrating Life e-card is not available for access during the maintenance period.

4) **Q: What should I do if I have more queries?**

A: You can contact our membership team at celebratinglife@thomsonmedical.com for further assistance.