

SingSaver Exclusive: 'Score Big (CC) Giveaway' FAQ

How Does This Promotion Work?	2
What are the Promotion Rewards?	2
There are 2 types of Promotion Reward to be won!	2
What must I do to be eligible for the promotion?	2
How do I know if I am eligible for the 'Score Big (CC) Giveaway' Will I be notified?	3
About Application	4
What are the important steps to ensure my eligibility for a SingSaver reward?	4
About Rewards Redemption	5
What if I submitted the wrong Application Reference Number or provided the wrong information in the Reward Redemption Form?	5
What if I did not receive the Rewards Redemption Email?	5
Where do I find my application number/policy number?	6
About Approval	7
I have followed all the necessary steps but my application was not eligible for the SingSaver reward. What should I do?	7
About Lucky Draw and Rewards	10
When will I receive my promotional gift?	10
I have not received my reward, what should I do?	10
I applied for a product but it was rejected. Will I get any gifts?	11
How will the winners be selected?	11
How do I know if I have won in the lucky draw? When will I be notified?	11
How will I claim the gift?	11

How Does This Promotion Work?

What are the Promotion Rewards?

There are 2 types of Promotion Rewards to be won!

1. **Score Big (CC) Giveaway Campaign: 120x PlayStation®5 (Slim) Disc Edition (worth S\$799) and 1060x Dyson Airwrap™ Multi-styler and Dryer (worth S\$859) to be won between 18 June 2024 (9 AM) - 30 June 2024 (11.59 PM) (dates inclusive)**
 - a. **Phase 1, 18 June 2024 (9 AM) - 23 June 2024 (11.59 PM):** First 10 successful applicants of participating products on SingSaver at 12 PM, 3 PM & 6 PM will get their rewards upgraded to the following products! Valid from 18 June 2024 to 30 June 2024 (dates inclusive)
 - i. **12 PM:** PlayStation®5 (Slim) Disc Edition (worth S\$799)
 - ii. **3 PM:** Dyson Airwrap™ Multi-styler and Dryer (worth S\$859)
 - iii. **6 PM:** PlayStation®5 (Slim) Disc Edition (worth S\$799)
 - b. **Phase 2, 24 June 2024 (9 AM) - 30 June 2024 (11.59 PM):** First 1,000 applicants of select Citibank and Standard Chartered Credit cards on SingSaver will get their rewards upgraded to a Dyson Airwrap™ Multi-styler and Dryer (worth S\$859)
 - i. Limited to the **first 600 eligible applicants of select Citibank Credit Cards** and the **first 400 eligible applicants of Standard Chartered Simply Cash Credit Card.**

Important note: As promotion reward & criteria vary based on the product applied for, please refer to our [SingSaver Score Big \(CC\) Giveaway Campaign Terms & Conditions](#) for more details.

What must I do to be eligible for the promotion?

Step 1 Apply for participating products on SingSaver between 18 June 2024 (9:00AM) - 30 June 2024 (11.59PM), both days inclusive.

Step 2 Submit your email address to receive our Rewards Redemption Form via email and complete the product application

Step 3 Complete your Rewards Redemption Form accurately within the first 14 days after applying for an eligible product. The link to the Rewards Redemption Form will be sent to your registered email address. To securely complete your Rewards Redemption Form, you will be required to create a SingSaver account

[What if I did not receive the Rewards Redemption Email?](#)

Step 4 Complete the requirements set out by Product Provider to be eligible for the promotion as set out in SingSaver Credit Card Rewards [Promotion Terms and Conditions](#)

Important Note: Depending on the product applied, you may need to activate or make a first purchase with your product, in addition to having the product application approved.

Step 5 For the **'SingSaver Score Big (CC) Giveaway Campaign' (Phase 1 & Phase 2)**, The lucky winners will be announced on SingSaver's blog page (<https://www.singsaver.com.sg/blog/giveaway-and-competition-winners>) by 3 December 2024.

Important Note: We expect an overwhelming response and as such, rewards may have a longer fulfillment time. However, please be assured that we are committed to making every effort to deliver rewards as per the stipulated timelines.

How do I know if I am eligible for the 'Score Big (CC) Giveaway' Will I be notified?

You will be eligible for the giveaway if you complete the [steps to participate](#). You will only be notified by SingSaver if you are a winner in the giveaway. Winners will be announced on SingSaver's blog page (<https://www.singsaver.com.sg/blog/giveaway-and-competition-winners>) by 3 December 2024.

About Application

What are the important steps to ensure my eligibility for a SingSaver reward?

Some important things to take note are:

1. **Ensure that the application is made via SingSaver**

This means that you must click on an 'Apply Now' link via a SingSaver website or any or SingSaver marketing communications, and you should see SingSaver offers listed on the site. If the last click before landing on the product application page did not come from SingSaver, your application might not be attributed to SingSaver.

2. **Rewards Redemption Form Submission**

Ensure that you have completed the Rewards Redemption Form accurately and within 14 days from your application.

3. **Met all promotion criteria**

Ensure you have activated your product or completed any other required promotion criteria required. Please refer to our promotion terms and conditions for more details on each product's requirements.

You may find out more here: [Am I eligible for the rewards?](#)

About Rewards Redemption

What if I submitted the wrong Application Reference Number or provided the wrong information in the Reward Redemption Form?

We regret to inform you that you will not be eligible for any rewards in this promotion.

What if I did not receive the Rewards Redemption Email?

Here are some common reasons why you might not have received the Rewards Redemption Email:

1. The email was redirected to your spam/ junk folder by mistake
If this happens, please check your spam/ junk folder. As emails are SingSaver's primary method of communicating with you, please add no-reply@singsaver.com.sg and info@singsaver.com.sg to your "Safe Sender" list or Primary mail folder to ensure you receive all communications from us.
2. "Skip Rewards" button may have been clicked and did not input your email address
In such instances, we regret to inform you that you will not be eligible for the lucky draw contest gift.
3. The application was made on a different website
If this happens, we regret to inform you that only applications made via [SingSaver site](#) and Partners of SingSaver will be eligible for a reward
4. A different email address was input on the rewards registration page. In this case, please check that email address for your Rewards Redemption Email.

You may also find out more here: [How do I register for the Exclusive Rewards?](#)

5. You were unable to submit your email address on the rewards registration page if this happens, please contact us at info@singsaver.com.sg immediately with the following details:
 - Product applied for:
 - Email used for product application:
 - Application Reference Number:
 - Date of Application:
 - Approval date of product:

Where do I find my application number/policy number?

Here's [how to find your application reference number.](#)

Here's [how to find your insurance policy number.](#)

About Approval

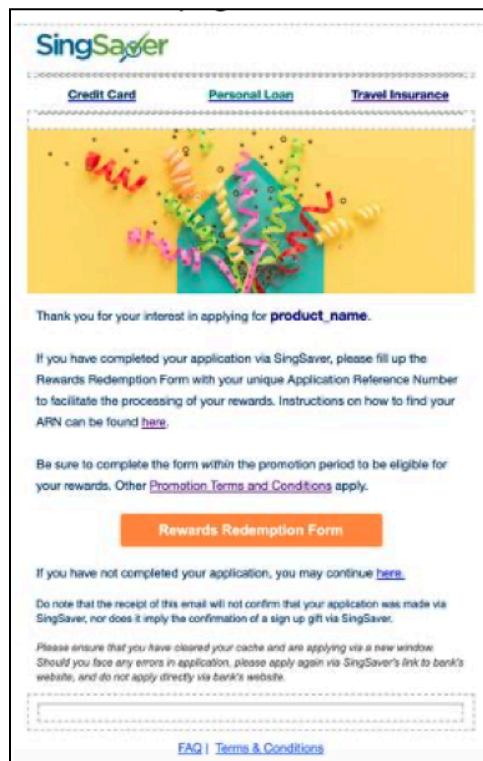
I have followed all the necessary steps but my application was not eligible for the SingSaver reward. What should I do?

Kindly ensure that you have made an application via SingSaver's website. To be sure of this, the last click prior to landing on the product application form must have been a SingSaver channel, either on the SingSaver website or an advertisement by SingSaver

Kindly note that the receipt of the following emails neither confirms that any product application was made via SingSaver nor confirms the eligibility for any SingSaver rewards:

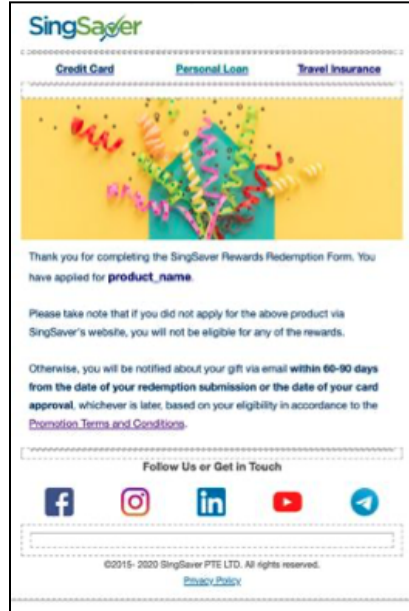
- **Rewards Redemption Email**

This is an email automatically triggered when an applicant submits their email address in the rewards page.



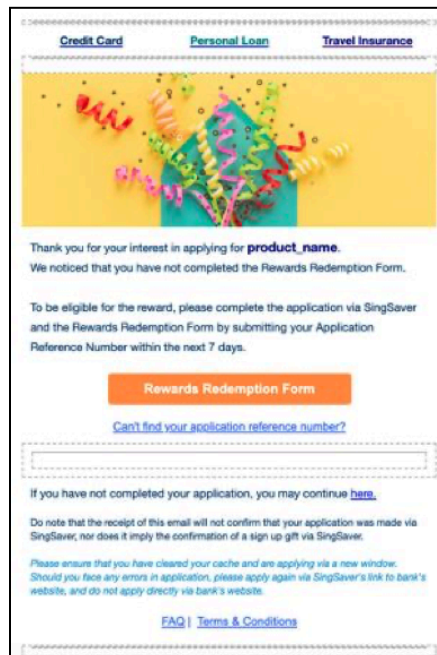
- **Confirmation of receipt of a successfully submitted Rewards Redemption Form.**

This is an email automatically triggered when an applicant successfully submits their Rewards Redemption Form.



- **Rewards redemption reminder email**

This is an email automatically triggered when an applicant fails to submit their Rewards Redemption Form, and is triggered to all applicants who have submitted an email address to SingSaver.



In addition, capturing a screenshot of the page where applicants are required to submit their email addresses does not prove that the credit card was applied via SingSaver. This information can only be verified by our partners in their communications to us.

You may refer to this article for more details: [I have not received my reward, what should I do?](#)

About Lucky Draw and Rewards

When will I receive my promotional gift?

Eligible customers will be notified of their promotional gift within **4 months** from the date of submission of the Rewards Redemption Form, or the date of the last participating criteria is met, whichever is later. Please note that depending on the product applied, you may need to activate or make a first purchase with your product. Please refer to our promotion terms and conditions for more details.

All participants are strongly encouraged to check spam/junk folders for the Rewards Notification Email as there may be accidental redirects by the email client. You may also add info@singsaver.com.sg to your "Safe Senders" list as a preventative measure. We regret that ineligible customers will not be notified. You may find out more about SingSaver's rewards redemption process [here](#).

Important Note: We expect an overwhelming response and as such, rewards may have a longer fulfillment time. However, please be assured that we are committed to making every effort to deliver rewards as per the stipulated timelines.

I have not received my reward, what should I do?

Unless otherwise stated, successful applicants will receive an email from SingSaver with their gift redemption details 4 months from the date of completion of all the promotion criteria. ([here's why](#)).

If it has been 4 months and you have completed all the [promotion criteria](#), yet you still have not received your rewards, please reach out to us at info@singsaver.com.sg with the following information:

- Product applied for:
- Email used for product application:
- Application Reference Number:
- Date Applied for product:
- Date the Rewards Redemption Form was completed and submitted:
- Approval date of product:
- Activation date of card:

You may also refer to this article for more details: [When will I receive my reward?](#)

Due to the volume of submissions we are receiving, ineligible customers will not be notified. All promotion rewards will cease 6 months after the promotion end date, any queries received after that will not receive a response.

I applied for a product but it was rejected. Will I get any gifts?

If your application was rejected, you will not be eligible to receive the reward as it is dependent on your product approval.

For more details, please refer to our [Terms & Conditions](#).

How will the winners be selected?

The Winners of “**SingSaver Score Big (CC) Giveaway Campaign**” will be determined based on the time at which the SingSaver Reward Redemption Form is submitted. For more information, please read [here](#).

How do I know if I have won in the giveaway? When will I be notified?

The Winners of “**SingSaver Score Big (CC) Giveaway Campaign**” (Phase 1 & Phase 2) will be **announced** on SingSaver’s blog page (<https://www.singsaver.com.sg/blog/giveaway-and-competition-winners>) by 3 December 2024. Winners will also be contacted via email within 1 week from SingSaver confirming the redemption details for the Giveaway Prize.

Please keep a lookout in your spam/ junk folder for this in case of accidental redirects by your email client. As emails are SingSaver’s primary method of communicating with you, please add no-reply@singsaver.com.sg and info@singsaver.com.sg to your “Safe Sender” list or Primary mail folder to ensure you receive all communications from us. Due to the volume of submissions we are receiving, ineligible customers will not be notified.

How will I claim the gift?

You will receive instructions on how to redeem your gift when you receive a notification about your promotional gift via email.