

Last updated: 21 June 2024

Terms and Conditions of SingSaver Domestic Helper Insurance S\$500 eCapitaVouchers Lucky Draw Campaign (the “Promotion”)

SingSaver Pte Ltd. (“**SingSaver**”) is the organiser of the Lucky Draw.

1. Customers who successfully apply for and complete a purchase of participating maid insurance products during the Promotion Period and complete the requirements set out herein will have a chance to win a Lucky Draw Gift (each as defined herein).

2. Promotion Period

18 June 2024 – 28 June 2024, both days inclusive, unless otherwise stated.

3. Eligible Customers

In order to be eligible to have a chance to receive a Lucky Draw Gift and to comprise “Eligible Customers”, a user is required to, during the Promotion Period:

- a. Be a Resident of Singapore;
- b. Start and submit an application or complete a purchase for an Eligible Product through SingSaver as a main policyholder/policyowner through <https://www.singsaver.com.sg/maid-insurance> during the Promotion Period (each as listed in Clause 4(a) below);
- c. Fully complete and submit the SingSaver Rewards Redemption Form (which shall be sent to the email address provided to SingSaver) within 14 days after completing their application for the Eligible Product;
- d. Have their application for the Eligible Product approved by the Product Provider on or before the Eligible Product Approval Date specified in Clause 7, where the approval given is final and unconditional;
- e. Fulfil the applicable specific requirements for the type of Eligible Product applied for, as stated in Clause 7 below, including payment of any premium; and
- f. Maintain the Eligible Product in a valid state and not cancel nor be refunded for the Eligible Product prior to the Draw Date.

4. Product Providers and Eligible Products

- a. For the purposes of the Promotion, Product Providers and Eligible Products are as follows:

Product Provider	Eligible Product
Great Eastern	GREAT Maid Protect
MSIG	MSIG MaidPlus
FWD	FWD Maid Insurance
AIG	AIG Domestic Helper Insurance
Etiqa	TIQ Maid Insurance
HLAS	HLAS Maid Protect360 Pro (from 21 June 2024 onwards only)

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- b. Please contact SingSaver at info@singsaver.com.sg if you have any questions as to whether a particular product is eligible for the purposes of this Promotion.
- c. All queries regarding the Eligible Products, including but not limited to application status and the Eligible Products themselves should be directed to the Product Provider.
- d. SingSaver Insurance Brokers Pte. Ltd is a licensed and authorised insurance broker regulated by the Monetary Authority of Singapore (MAS). SingSaver Insurance Brokers Pte. Ltd. is a wholly owned subsidiary of SingSaver. SingSaver Pte. Ltd. is not regulated by MAS. SingSaver and SingSaver Insurance Brokers Pte Ltd are all part of the [MoneyHero Group](#).

5. Conduct of Lucky Draw and Lucky Draw Gifts (the “Lucky Draw”)

- a. A total of four (4) Eligible Customers will be selected “**Winners**”, who will each receive the following “**Lucky Draw Gift**”:
 - i. eCapitaVouchers (worth S\$500)
- b. The Winners will be drawn randomly by SingSaver on 2 Aug 2024 at the SingSaver office located at 70 Shenton Way, #18-15, Eon Shenton, Singapore 079118, at 3pm.
- c. Each Eligible Customer who completes the conditions specified in Clause 3 will have one entry to the Lucky Draw per Eligible Product purchased (i.e an Eligible Customer may have more than one entry to the Lucky Draw), provided that the individual in respect of whom each Eligible Product is purchased is different, based on their FIN. Eligible Customers with more than one (1) valid entry to the Lucky Draw may be selected as a Winner more than once.
- d. The submission of a SingSaver Rewards Redemption Form does not automatically entitle an Eligible Customer to receive a Lucky Draw Gift.
- e. Receiving, completing or submitting a SingSaver Rewards Redemption Form does not confirm that an application for an Eligible Product was made via SingSaver.
- f. Duplicate or subsequent submissions of the SingSaver Rewards Redemption Form will not be counted. Any correspondence on missing and/or delayed submissions shall not be reviewed or responded to by SingSaver.
- g. SingSaver is not associated with the provider of the Lucky Draw Gift(s) and is not responsible for any issues related to usage of the Lucky Draw Gift(s). Any enquiries regarding the Lucky Draw Gift(s) should be directed to the provider/manufacturer of the Lucky Draw Gift.
- h. For the avoidance of doubt, participation in this Promotion does not preclude Eligible Customers (including the Winner) from receiving any other rewards offered by SingSaver during the Promotion Period outside of this Promotion.
- i. Winners agree and acknowledge that the Lucky Draw Gift is a voucher for a third-party merchant. The Lucky Draw Gift is subject to the terms and conditions of the vouchers’ merchants. SingSaver shall not in any way be liable for any goods, services or the quality or performance of such goods or services supplied by any third-party merchant, site or service provider. SingSaver is not liable in any way for any claims, damages, losses, expenses, liabilities or costs, whether incurred directly or indirectly from the use of such vouchers. Any such enquiries, complaints or comments should be directed to the relevant third-party merchant.
- j. Where a Lucky Draw Gift is available in multiple colours or other cosmetic variations, the Winner will not be able to select a colour and will receive one at random.
- k. Any indicated prices are for reference only and are subject to change by the issuing merchant, over which SingSaver has no control.

6. Lucky Draw Gift Fulfilment Terms

- a. Winners will be announced on SingSaver’s blog page (<https://www.singsaver.com.sg/blog/giveaway-and-competition-winners>) by 8 August 2024.
- b. Winners will be contacted via email with details on how to redeem the Lucky Draw Gift (the “**Rewards**”

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Notification Email”) within 1 week after the date of the Lucky Draw (8 August 2024). Winners are encouraged to check spam/junk folders for the Rewards Notification Email as there may be accidental redirects by the email client.

- c. Winners will not be contacted further if the email delivery is unsuccessful, regardless of the reason, including if an incorrect email address or phone number was provided by the Winner.
- d. SingSaver shall endeavour to ensure that the Winners will receive their Lucky Draw Gift within 2 months after the Draw Date and after being notified of how to redeem the Lucky Draw Gift, but shall have no liability if fulfilment cannot be completed by this date.
- e. SingSaver reserves the right to reject any Lucky Draw Gift Redemption if the Eligible Product application is found to have been made via other channels, made outside of the Promotion Period, is fraudulent, against the spirit of the promotion, or non-compliant with these Promotion Terms and Conditions, or SingSaver is unable to do so in order to comply with applicable laws and regulations. In the event of disputes, SingSaver’s decision shall be final. SingSaver reserves the right to disqualify participants who make their applications in a manner that does not comply with these Terms and Conditions and select a new Winner or otherwise dispose of the Lucky Draw Gift as it sees fit.
- e. Any Lucky Draw Gift(s) not claimed more than 2 months after the announcement of the Winners shall be forfeited without any liability on the part of SingSaver to the Winner(s), and the unclaimed Lucky Draw Gift(s) may be used by SingSaver for future marketing or promotional offers related to SingSaver’s business activities. Any Winner whose Lucky Draw Gift has been forfeited shall not be entitled to any payment or compensation in lieu from SingSaver.
- f. Lucky Draw Gifts are subject to availability. SingSaver reserves the final right to change the Lucky Draw Gifts without prior notice and reserves the right to replace any Lucky Draw Gift with alternatives of similar value.
- g. By accepting any Lucky Draw Gift, Winners agree to hold harmless, defend and indemnify SingSaver from and against any and all claims, demands, liability, damages or causes of action or losses, with respect to or arising out of or related to the Lucky Draw Gift.

7. Additional Eligibility Requirements

- a. “Resident of Singapore” includes Singaporeans, Permanent Residents and foreigners holding Employment Passes, S Passes and work permits. SingSaver reserves all rights to reject any reward redemption submissions if the individual is not a Resident of Singapore.
- b. The following people are not eligible to participate in the Lucky Draw:
 - i. All permanent and/or contract employees (“Employees”) of SingSaver Pte. Ltd. and their spouses, siblings, parents, children, grandparents, and grandchildren, whether as “in-laws,” or by current or past marriage(s), remarriage(s), adoption, cohabitation or other family extension, and any other persons residing at the same household whether or not related;
 - ii. Individuals who were employed by SingSaver Pte. Ltd., whether in a permanent or contract capacity, at any point in the 12 months prior to the start of the Promotion Period; and
 - iii. All employees of any agencies and/or service providers engaged by SingSaver (including but not limited to advertising agencies, promotion agencies, printing companies, event management agencies and any persons assisting or who are involved in the Promotion) and their spouses, siblings, parents, children, grandparents, and grandchildren, whether as “in-laws,” or by current or past marriage(s), remarriage(s), adoption, cohabitation or other family extension, and any other persons residing at the same household whether or not related.
- c. SingSaver reserves the right to disqualify a participant from participating in this Promotion and select a replacement Winner for the Lucky Draw if he/she is not a Resident of Singapore or falls under one of the above categories.

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8. Specific Product Requirements

- a. Where the Eligible Product is an insurance product, the Eligible Customer must successfully make payment of the premium for the Eligible Product on or before the specified date and that the particular product is not free-look/ cancelled at the point of redemption. Please refer to the following for additional details:
 - i. [SingSaver Domestic Helper Insurance Rewards Promotion Terms and Conditions](#)
- b. Please refer to the details contained in each Product Provider's individual terms and conditions in the SingSaver Rewards Promotion Terms and Conditions for additional eligibility requirements specific to each Product Provider.

9. General Promotion Terms and Conditions

- a. This Lucky Draw is organised by SingSaver Pte. Ltd. All queries/disputes relating to the promotion should be directed to SingSaver. The Product Providers shall not be responsible for any loss or damage suffered by an Eligible Customer in connection with this Lucky Draw and/or the Lucky Draw Gifts.
By participating in this Promotion, Eligible Customers agree to be bound by these Terms and Conditions.
- b. Winners agree and consent to allow their application reference number, name and likeness in the form of images or photographs to be used for publicity reasons. SingSaver reserves the rights to publish photograph(s) and/ or statements from the Winners without further compensation except where prohibited by law.
- c. In the event of any disputes, SingSaver reserves the right to make the final decision in its absolute discretion, which shall be binding on all participants.
- d. SingSaver reserves the right to amend these Terms and Conditions at any time, including to change the Promotion Period or date of the lucky draw if the launch of the Promotion is delayed and shall have no liability for the same.
- e. Lucky Draw Gifts are not refundable nor exchangeable for cash or other rewards. All products and services relating to the Promotion are available while stock lasts. Eligible Customers are responsible for checking the quality of the Lucky Draw Gifts at the time of redemption. SingSaver shall have no legal liability relating to any aspects of the Lucky Draw Gifts including but not limited to their quality, supply, delivery and maintenance.
- f. By participating in this Promotion, participants hereby represent and warrant that they will comply with all applicable Singapore laws or regulations in connection with their participation in this Promotion and they will not use this Promotion for any illegal or fraudulent purposes. Where SingSaver suspects a participant is participating in any form of unlawful activity or fraud, SingSaver reserves the right to report such activity or suspicions to the police or relevant authorities.
- g. Eligible Customers who do not submit the SingSaver Reward Redemption Form within the stipulated period will not be eligible for selection as a Winner nor able to receive any Lucky Draw Gift, even if they fulfil all other conditions. Any correspondence regarding missing and/or delayed submissions shall not be reviewed or responded to by SingSaver.
- h. Eligible Customers who provide inaccurate or incorrect information in the SingSaver Reward Redemption Form (as determined by SingSaver acting in its absolute discretion) will not be able to receive any Lucky Draw Gift.
- i. Any queries regarding the Promotion (including for rewards notifications) received more than 6 months after the end of the Promotion Period will not be responded to.
- j. In the event that delivery of the Lucky Draw Gift(s) is delayed, SingSaver will notify the affected Eligible Customers and make the necessary arrangements to deliver the Lucky Draw Gift(s).
- k. SingSaver reserves the right to (at its own discretion) disqualify any participant and withhold or confiscate in full or part, any Lucky Draw Gifts if the participant is found to be, or reasonably suspected of participating in any form of fraudulent practices (including but not limited to false identities, doctoring images, wilful spamming or manipulation of any SingSaver's processes, or website).

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- l. By agreeing to the terms and conditions of this Promotion, Eligible Participants agree to receive communications from SingSaver in relation to this Promotion, and direct marketing including personal finance news and exclusive offers by email or verified mobile number (including phone calls, SMS or other phone messages such as WhatsApp), even if their phone number is registered on the National Do-Not-Call Registry, each in accordance with SingSaver's [Privacy Policy](#).
- m. By applying for an Eligible Product as part of this Promotion, an Eligible Customer agrees and consents to:
 - i. SingSaver sending the information provided in the Rewards Redemption Form to the Product Provider to facilitate the Eligible Customer's application for the Eligible Product, in accordance with SingSaver's [Privacy Policy](#);
 - ii. SingSaver sending relevant information provided in the Rewards Redemption Form to SingSaver's promotion partners to facilitate the Eligible Customer's redemption of the Lucky Draw Gift, in accordance with SingSaver's [Privacy Policy](#); and
 - iii. the Product Provider disclosing to SingSaver the required information relating to the Eligible Customer's application for an Eligible Product in connection with the Promotion. including whether or not said application is successful and whether the Eligible Customer has fulfilled all the conditions required to receive a Lucky Draw Gift, for the purposes of verifying their eligibility for a Lucky Draw Gift.
- n. Final approval of any product is determined by the Product Provider in its absolute discretion and is subject to their credit and risk processing criteria. Participation in this Promotion does not guarantee the approval of any product applied for. SingSaver does not guarantee the approval of any product applied for.
- o. SingSaver accepts no responsibility for any damage, loss, liabilities, injury or disappointment incurred or suffered by Eligible Customers as a result of their participation in this Promotion, including circumstances which may limit an Eligible Customer's ability to participate in the Promotion (including but not limited to technical hardware or software failures of any kind, lost or unavailable network connections or failed, incomplete, garbled or delayed electronic transmission). By participating in this Promotion, Eligible Customers release SingSaver and its agents from all liability, including, without limitation, with respect to this Promotion and the Rewards.
- p. SingSaver strives to keep its information accurate and up to date. However, this may sometimes differ from the information provided on the Product Provider, financial institution, service provider or specific product's site. Eligible Customers should refer to the Product Provider's website for the most updated rates/fees/T&Cs etc on the relevant product.
- q. No content herein shall be considered an offer, solicitation or recommendation for the purchase or sale of securities, futures, or other investment products. All types of investments are risky and investors may suffer losses. All information and data on the website are for reference only. Past performance does not guarantee future results. This Promotion does not take into account investment objectives, financial situations or financial needs.
- r. SingSaver and the Product Providers will not take any responsibility in case of any event that may prevent a participant from participating in the Promotion or any component thereof, as a result of certain technical restrictions or other limitations or force majeure, which include but is not limited to regulatory events, government directive, government intervention, pandemic, movement control order, and act of God, etc.
- s. SingSaver and the Product Providers shall not be responsible or liable for any claims of loss or damage including loss of business, revenue or profits, or any indirect or consequential loss whatsoever, arising out of or in connection with an Eligible Customer's participation in the Promotion.
- t. Any trademarks, graphic symbols, logos or intellectual property contained in any materials used in connection with this Promotion, in particular those relating to the Lucky Draw Gift, are the property of their respective owners (with the exception that, as between an Eligible Participant and SingSaver, all intellectual property rights in any documents, images or photos submitted as part of the Promotion will become the property of SingSaver

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and can be used by SingSaver in its absolute discretion). SingSaver is not providing any financial advice, endorsements or sponsorships to its products or services.

- u. By participating in this Promotion, all participants agree and undertake to, at all times, indemnify, keep indemnified, and hold SingSaver, its employees and agents harmless against all losses (including direct, indirect, incidental and/or consequential losses), damages (including general, special, and/or punitive damages), demands, injuries (other than personal injury caused by SingSaver's negligence), claims, costs, penalties, interest and fees (including all legal fees as between solicitor and client or otherwise on a full indemnity basis whether or not incurred in respect of any real, anticipated, or threatened legal proceedings), howsoever caused by, arising or resulting from, whether directly or indirectly, their participation in the Promotion, acceptance or usage of any Lucky Draw Gift, and/or any breach or purported breach of these Terms and Conditions and/or any applicable law.
- v. Applying for an Eligible Product as part of this Promotion shall not be deemed as a contract of insurance. Full details of the terms, conditions and exceptions of the insurance policy are provided in the policy wording and will be sent to you upon acceptance of your application by the Product Provider.