

# SingSaver Exclusive: ‘Double Delights’ FAQ

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# How Does This Promotion Work?

## What must I do to be eligible for the promotion?

- Step 1**      Apply/have applied for any SingSaver-exclusive product on SingSaver between 1 November 2022 - 31 May 2023 (both days inclusive).
- Step 2**      Be a Resident of Singapore aged between 22 and 50 (ages inclusive);
- a. create or have a SingSaver account on the SingSaver Website;
  - b. have either:
    - i. between 1 November 2022 and 31 May 2023, submitted an application for an Eligible Product through SingSaver as a main cardholder/policyholder/policyowner through <http://www.singsaver.com.sg>; or
    - ii. during the Promotion Period, submitted an application for an Eligible Product through SingSaver as a main cardholder/policyholder/policyowner through <http://www.singsaver.com.sg>;and in each case, also fully completed and submitted the SingSaver Rewards Redemption Form within 14 days after completing their application for the Eligible Product;
  - c. during the Promotion Period, submit their details to SingSaver via the Lucky Draw Sign-Up Form available at [www.singsaver.com/double-delights-draw](http://www.singsaver.com/double-delights-draw) , using the same email address provided when signing up for the product;
  - d. have their application for the Eligible Product applied for approved by the Product Provider on or before the relevant Eligible Product Approval Date, where the approval given is final and unconditional; and
  - e. fulfill the applicable specific requirements for the type of Eligible Product applied for.

Refer [here](#) for ' SingSaver's Great Gadget Giveaway Grand Draw' Terms and Conditions

## What are the eligible products?

For the purposes of the Promotion, Eligible Products include any credit card, personal loan, priority banking, investment, savings account or insurance product available on the SingSaver Website.

Please contact SingSaver at [info@singsaver.com.sg](mailto:info@singsaver.com.sg) if you have any questions as to whether a particular product is eligible for the purposes of this Promotion.

Table 1: Important dates

<b>Eligible Date of Application Submission</b>	1 November 2022 to 31 May 2023
<b>Date of Lucky Draw</b>	6 October 2023
<b>Date of Winners announced</b>	13 October 2023

## Can I get more than 1 lucky draw gift?

No, each eligible participant will only be able to win in the lucky draw once.

## How do I know if I am eligible for the lucky draw? Will I be notified?

You will be eligible for the lucky draw if you complete the [steps to participate](#). You will only be notified by SingSaver if you are a winner in the lucky draw. Winners will be announced on SingSaver's blog page (<https://www.singsaver.com.sg/blog/giveaway-and-competition-winners>) by **13 October 2023**. Winners will also be contacted via email within 2 weeks after the date of the Lucky Draw (6 October 2023).

## What are the lucky draw prizes?

Each customer receives the SingSaver Exclusive Offer reward and one (1) entry into the Lucky Draw for a chance to receive one of the following Lucky Draw Gifts, as detailed below.

- 10 Winners will receive an Apple iPad 10th Gen 10.9 wifi 64GB (worth S\$679)

*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.*

As gifts and promotion criteria vary based on the product applied for, please refer to our [terms and conditions](#) for more details.

## **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 may not be attributed to SingSaver
2. Ensure that you have completed the Rewards Redemption Form accurately, correctly, and within 14 days
3. Ensure you have activated your product or completed any other required promotion criteria, Please refer to our promotion [terms and conditions](#) for more details
4. Ensure that the products you applied are under SingSaver's Exclusive Offer

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](mailto:no-reply@singsaver.com.sg) and [info@singsaver.com.sg](mailto: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 the following promotion sites will be eligible for a reward: <http://www.singsaver.com.sg/>
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](mailto: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

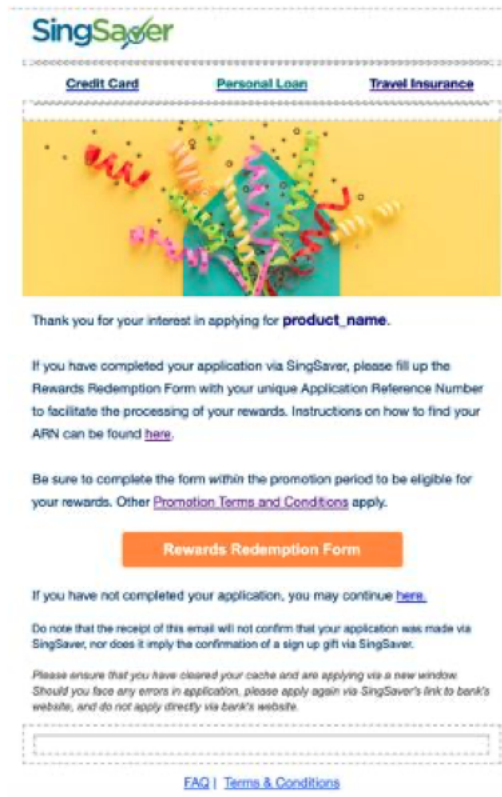
**I have followed all the necessary steps but my application was not eligible for the SingSaver reward. What should I do?**

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:

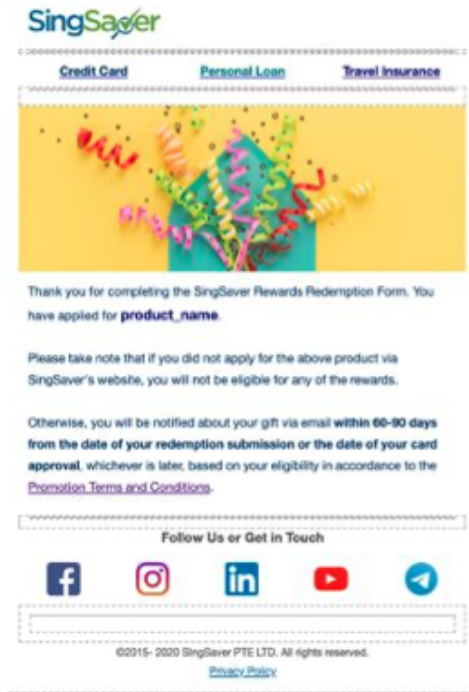
- **Rewards Redemption Email**

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



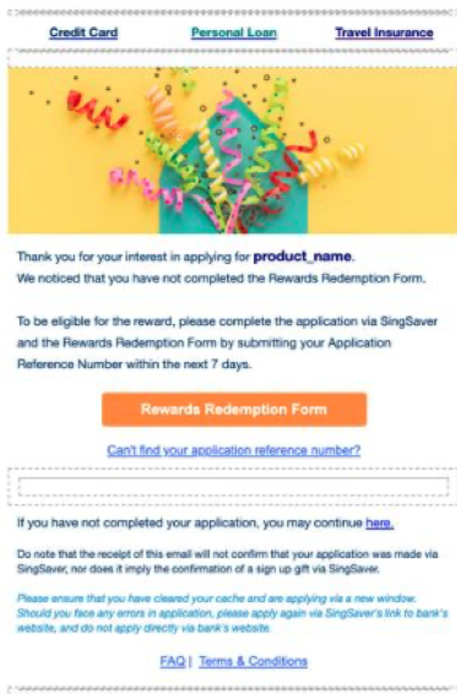
- **Confirmation of receipt of a successfully submitted Rewards Redemption Form.**

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: [Am i eligible for the rewards?](#)

## **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.

The lucky draw will be conducted on **6 October 2023**. All-Winners will be announced on SingSaver's [contest winner's page](#) by **13 October 2023**.

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](mailto: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](#).

## 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](mailto: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 and conditions](#).

## How will lucky draw winners be selected?

Winners will be drawn randomly at the SingSaver office located at EON Shenton, 70

Shenton Way, #18-15, Singapore 079118, on **6 October 2023**.

## **How do I know if I have won in the lucky draw? When will I be notified?**

Winners will be contacted via email within 2 weeks after the date of the Lucky Draw. 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](mailto:no-reply@singsaver.com.sg) and [info@singsaver.com.sg](mailto: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.

Winners will also be announced on SingSaver's blog page (<https://www.singsaver.com.sg/blog/giveaway-and-competition-winners>) by **13 October 2023**.

## **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.