

SingSaver Exclusive: March Madness Deals FAQ

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How Does This Promotion Work?

What must I do to be eligible for the promotion?

- Step 1** Apply for any product on SingSaver which has the March Madness badge or is listed on the promotion page between 15 March 2023 and 2 April 2023, both days inclusive. Promotion page: <http://www.singsaver.com.sg/> or https://www.singsaver.com.sg/campaign/ss_march-madness-campaign during the Promotion Period
- 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** **Meet the** respective products' minimum requirements to qualify for rewards fulfilment and to score a ticket for the March Madness Grand Lucky Draw.
- For **insurance** products
 - ◆ The Purchased insurance product must not be cancelled & must be valid at the time of lucky draw and Lucky Draw Gift redemption.
 - For **personal loan** products
 - ◆ The application between 1 March 2023 to 31 March 2023 for the Eligible Product must be approved by the Product Provider, where such approval is final and unconditional, followed by the complete payment of the processing fee and/or instalment payment and receipt of the loan in the Eligible Customer's account on or before the Eligible Product Approval Date or before 30 April 2022.
 - ◆ The application between 1 April 2023 to 2 April 2023 for the Eligible Product must be approved by the Product Provider, where such approval is final and unconditional, followed by the complete payment of the processing fee and/or instalment payment and receipt of the loan in the Eligible Customer's account on or before the Eligible Product Approval Date or before 1 May 2023.

→ For **credit card** applications

The application between 15 March 2023 to 31 March 2023 for the Eligible Product (credit card) applied for must be activated on or before 30 April 2023.

The application between 1 April 2023 to 2 April 2023 for the Eligible Product (credit card) applied for must be activated on or before 1 May 2023.

◆ Standard Chartered:

- Standard Chartered Smart Credit Card Eligible Customers are required to spend a minimum of S\$500 (using either the physical or digital version of the Credit Card) in Qualifying Spending within 30 days of card approval.
- Standard Chartered Simply Cash Credit Card Eligible Customers qualify upon card approval. For new cardholders only.
- Standard Chartered Rewards+ Credit Card Eligible Customers qualify upon card approval. For new cardholders only.

◆ AMEX:

- American Express Singapore Airlines KrisFlyer Ascend Credit Card Eligible Customers are required to spend a minimum of S\$1,000 in Qualifying Spending and annual fee payment within the first (1) month of card approval.
- American Express Platinum Credit Card Eligible Customers are required to spend a minimum of S\$500 in Qualifying Spending and annual fee payment within the first (1) month of card approval.
- American Express Platinum Card Eligible Customers are required to spend a minimum of S\$3,000 in Qualifying Spending and annual fee payment within the first (1) month of card approval.

◆ UOB:

- UOB Absolute Cashback Credit Card, UOB ONE Credit Card, UOB EVOL Credit Card & UOB Lady's Credit Card Eligible Customers are required to spend a minimum of S\$1,000 in Qualifying Spending during 2 consecutive 30-day periods from the card approval date.
- UOB Krisflyer Credit Card Eligible Customers are required to spend a minimum of S\$2,000 in Qualifying Spending within 60 days of card approval.
- UOB PRVI MILES Amex Credit Card, UOB PRVI MILES Visa Credit Card & UOB PRVI MILES Mastercard Credit Card Eligible Customers are required to spend a minimum of S\$1,000 in Qualifying Spending for 2 consecutive 30-day periods from the

card approval date

◆ OCBC:

- OCBC 365 Credit Card, OCBC NXT Credit Card, OCBC Titanium Rewards Credit Card & OCBC 90°N Mastercard Eligible Customers are eligible upon card approval.

→ For Savings Account:

The application for the Eligible Product must be approved by the Product Provider, where such approval is final and unconditional.

- ◆ Citi Plus: Eligible Customers are required to have their accounts approved before 2 May 2023.

→ For Priority banking products

- ◆ For applications from 15 March 2023 to 31 March 2023, Eligible Customer must deposit the minimum required sum into the opened account on or before the following dates:

- Citigold: on or before 31 May 2023.

- ◆ For applications from 1 April 2023 - 2 April 2023, Eligible Customer must deposit the minimum required sum into the opened account on or before the following dates:

- Citigold: on or before 30 June 2023.

- ◆ The Eligible Customer must successfully meet the minimum holding period for the minimum required sum (i.e keep the minimum required sum into the opened account for the specified minimum holding period) set by the Product Provider.

→ For **Brokerage Accounts**

The Eligible Product (Online Investment Brokerage Accounts) must be applied from 15 March 2023 - 2 April 2023 and funded for the following periods:

- ◆ Tiger Trade:

For \$120 Cash Reward: Fund the account with any amount within 30 days of account opening.

For \$200 Cash Reward: Fund a min. of USDS\$1,000 into the account within 30 days of account opening

- ◆ Webull Trading Account: fund a min. of S\$100 into the account within 30 days of account opening.

Step 5 When you apply for selected products, you will receive a respective tiered ticket (GOLDEN/SILVER/BRONZE). SingSaver will send out ticketed invites and details via email to all qualified applicants to take part in the March Madness Grand Lucky Draw LIVE Raffle.

Make sure you meet the minimum requirements for the respective products to qualify for a ticket.

Step 6 SingSaver will conduct an Instagram LIVE stream, where winners will be announced on 10 Jul 2023, 9pm. Winners will have to be present on the Instagram LIVE stream to claim the prize. If a chosen winner for a prize is not present, SingSaver will redraw a new winner for the relevant prize. Final list winners will be announced on SingSaver's blog page (<https://www.singsaver.com.sg/blog/giveaway-and-competition-winners>).

Refer [here](#) for March Madness Terms and Conditions

Table 1: Important dates

Eligible Date of Application Submission	15 March 2023 to 2 April 2023	
Eligible Date of Redemption Form Submission	15 March 2023 to 16 April 2023	
For Credit Cards Only	15 March 2023 - 31 March 2023	The Eligible Product (credit card) applied for must be activated on or before 30 April 2023.
	1 April 2023 - 2 April 2023	The Eligible Product (credit card) applied for must be activated on or before 1 May 2023.
For Personal Loans Only	15 March 2023 - 31 March 2023	The application for the Eligible Product must be approved by the Product Provider, where such approval is final and unconditional, followed by the complete payment of the processing fee and/or

		instalment payment and receipt of the loan in the Eligible Customer's account on or before the Eligible Product Approval Date or before 30 April 2023.
	1 April 2023 - 2 April 2023	The application for the Eligible Product must be approved by the Product Provider, where such approval is final and unconditional, followed by the complete payment of the processing fee and/or instalment payment and receipt of the loan in the Eligible Customer's account on or before the Eligible Product Approval Date or before 1 May 2023.
For Savings Account Only	15 March 2023 - 31 March 2023	The application for the Eligible Product must be approved by the Product Provider, where such approval is final and unconditional at the time of lucky draw and Lucky Draw Gift redemption. CitiPlus: Open a CitiPlus account on or before 31 March 2023. and approved before 30 April 2023.
	1 April 2023 - 2 April 2023	The application for the Eligible Product must be approved by the Product Provider, where such approval is final and unconditional at the time of lucky draw and Lucky Draw Gift redemption. CitiPlus: Open a CitiPlus account on or before 2 April 2023. and approved before 2 May 2023.
For Priority Banking Only	15 March 2023 - 31 March 2023	The Eligible Customer must deposit the minimum required sum into the opened account on or before the following dates: Clfigold: on or before 31 May 2023.
	1 April 2023 - 2 April 2023	The Eligible Customer must deposit the minimum required sum into the opened account on or before the following dates: Clfigold: on or before 30 June 2023.
For Insurance Only	15 March 2023 - 31 March 2023	Purchased insurance products must not be cancelled & must be valid at the time of the lucky draw and Lucky Draw Gift redemption.
	1 April 2023 - 2 April 2023	

For Brokerage Accounts Only	15 March 2023 - 31 March 2023	<p>The Eligible Product (Online Investment Brokerage Accounts) must be applied for and funded for the following periods:</p> <p>Tiger Brokers Account: For \$120 Cash Reward: Fund the account with any amount within 30 days of account opening.</p> <p>For \$200 Cash Reward: Fund a min. of USDS\$1,000 into the account within 30 days of account opening</p> <p>Webull Trading Account: fund a min. of S\$100 into the account within 30 days of account opening.</p>
	1 April 2023 - 2 April 2023	
Fulfilled minimum requirements to score a raffle ticket	3 April - 30 June 2023	
SingSaver will send out ticketed invites	1 July 2023	
SingSaver Instagram LIVE Raffle	10 July 2023	

For more details, please refer to our [promotion terms and conditions](#).

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 raffle ticket if you complete the [steps to participate](#). SingSaver will send out ticketed invites and details via email to all qualified applicants to take part in the March Madness Grand Lucky Draw LIVE Raffle.

Can I apply for a product not listed on the page to participate in this promotion?

Yes, you can. You may apply for any product on SingSaver which has the March Madness badge or is listed on the promotion page between 15 March 2023 to 2 April 2023, both days inclusive.

Promotion page: https://www.singsaver.com.sg/campaign/ss_march-madness-campaign

If I applied for a product from SingSaver's page, but it was not from the promotion page, can I still be part of the lucky draw?

Yes, you can. The product listing should have the March Madness badge if it is listed elsewhere on SingSaver.

For more details, please refer to our <https://singsaver.link/marchmadness2023-tncs>.

What is the promotional gift?

Each customer receives the sign up gift and one (1) entry Raffle ticket into the March Madness Grand Lucky Draw LIVE Raffle to receive one of the following Lucky Draw Gifts, as detailed below.

- a. 1 Winner will receive a pair of Business Class Round Trip to Tokyo (worth \$9,000++)
- b. 2 Winners will receive an iPhone 14 Pro Max 128GB (worth S\$3,631.60);
- c. 2 Winners will receive a MacBook Air 13' M2 Chip 256GB (worth S\$3,429.70);
- d. 2 Winners will receive an Apple Watch Ultra GPS + Cellular 49mm (worth S\$2,420.40);
- e. 2 Winners will receive a PS5 Bundle (God of War) (worth \$1,798); and
- f. 2 Winners will receive a OSIM uThrone Gaming Massage Chair (worth \$3,198)

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 <https://singsaver.link/marchmadness2023-tncs> for more details.

What is the March Madness Deals badge?

A March Madness Deals badge indicates that the product is participating in our March Madness Deals Promotion. Here are some examples of what a March Madness Deals badge would look like:

A red rectangular badge with a white clock icon on the left and the text "March Madness ends in 10days 12:01:40" in white.

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

You may find out more here: [What is the Reward Redemption Process](#)

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 the following promotion sites will be eligible for a reward:
<https://promotions.singsaver.com.sg/march-madness> or <http://www.singsaver.com.sg/>
4. A different email address was input on the rewards registration page (sample

below)

In this case, please check that email address for your Rewards Redemption Email.

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:

Rewards registration page:

SingSaver.com.sg Skip reward >

Register for your reward before you go!

You are applying for the Standard Chartered Unlimited Cashback Credit Card

Get up to \$200 cash and cashback

Existing customers receive up to \$70 cash and cashback upon card approval

Leave your email and complete the application thereafter.

Provide your email address to receive your redemption instructions.

e.g. chantalman@gmail.com

Confirm

By clicking Confirm you agree and consent to SingSaver's Terms & Conditions and Privacy Policy

Where do I find my application number/policy number?

Here's [How to find my application reference number.](#)

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

About Approval

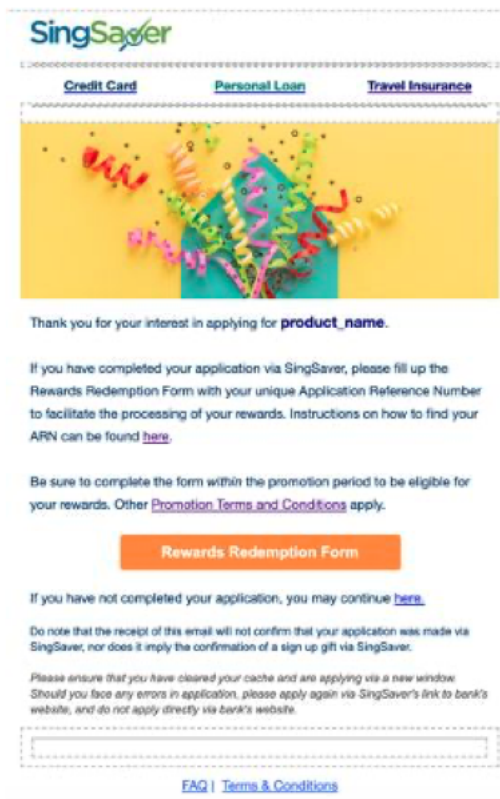
I have followed all the necessary steps but my application was not eligible for the SingSaver reward. What should I do?

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:

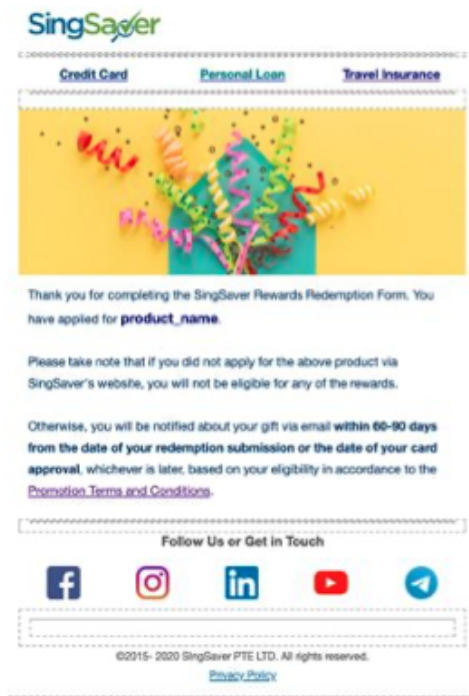
- **Rewards Redemption Email**

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.

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[Credit Card](#) [Personal Loan](#) [Travel Insurance](#)



Thank you for your interest in applying for **product_name**.
We noticed that you have not completed the Rewards Redemption Form.

To be eligible for the reward, please complete the application via SingSaver and the Rewards Redemption Form by submitting your Application Reference Number within the next 7 days.

[Rewards Redemption Form](#)

[Can't find your application reference number?](#)

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If you have not completed your application, you may continue [here](#).

Do note that the receipt of this email will not confirm that your application was made via SingSaver, nor does it imply the confirmation of a sign up gift via SingSaver.

Please ensure that you have cleared your cache and are applying via a new window. Should you face any errors in application, please apply again via SingSaver's link to bank's website, and do not apply directly via bank's website.

[FAQ](#) | [Terms & Conditions](#)

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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: [Can i check the status of my reward?](#)

About LIVE Raffle 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 March Madness Grand Lucky Draw LIVE Raffle will be held on 10 July 2023 and winners will be drawn during the Instagram LIVE.

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](#).

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 <https://singsaver.link/marchmadness2023-tncs>.

How will lucky draw winners be selected?

Winners will be drawn randomly on 3 July 2023 at the SingSaver office located at 70 Shenton Way, #18-08, Singapore 079118, and announced live on SingSaver's Instagram (@singsaver_sg) LIVE stream on 10 July 2023, 9pm.

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

Successful applicants who received the tiered e-ticket will have a chance to participate in the March Madness Grand Lucky Draw LIVE Raffle. Each winner will be randomly selected during the live show and have to be present to claim their prize by responding in the chat. We will re-affle the gift if it goes unclaimed.

Winners will also be announced on SingSaver's blog page (<https://www.singsaver.com.sg/blog/giveaway-and-competition-winners>) by 31 July 2023.

How will the gift delivery be arranged?

You will receive instructions on how to arrange your delivery when you receive a notification about your promotional gift.