

# SingSaver Rewards Promotion Terms and Conditions

## Contents

Last updated: Dec 18, 2020

<b>Credit Card Sign Ups</b>	<b>2</b>
Citi Credit Cards	2
Standard Chartered Credit Card	8
OCBC Credit Cards	14
<b>SingSaver General Promotion Terms and Conditions</b>	<b>18</b>
General Eligibility	18
Rewards Eligibility	19
Rewards Usage and Validity	21

# Credit Card Sign Ups

## Citi Credit Cards

1. The promotion period (“Promotion Period”) is between **19 December 2020 - 31 December 2020** both days inclusive, unless otherwise stated.
2. All applications received after the specified Promotion Period, or submitted through any means other than specified below, will not be eligible for the Promotion. Any correspondence on missing and/or delayed submissions shall not be entertained.
3. This promotion (“Promotion”) is organised by SingSaver Pte Ltd (“SingSaver”) and is open to all residents of Singapore. Residents of Singapore include Singaporeans, Permanent Residents and foreigners holding Employment Passes, S Passes and work permits. SingSaver reserves all rights to reject any rewards redemption submissions if the user is not a resident of Singapore.
4. By participating in this Promotion, each participant agrees to be bound by these Terms and Conditions. SingSaver reserves the right to amend the Terms and Conditions of the Promotion at any time, without prior notice.
5. To be eligible for the Promotion (“Eligible Participants”), the participant must:
  - i. Submit an application for a credit card (“Eligible Card”, Table 1 below) on the promotion website <https://www.singsaver.com.sg/> (“Promotion Page”) as a main cardholder during the Promotion Period.

### Eligible Cards:

Card Provider	Credit Cards	Reward
Citibank	<ul style="list-style-type: none"><li>● Citi Cash Back+ Mastercard®</li><li>● Citi Cash Back Card</li><li>● Citi PremierMiles Card</li><li>● Citi Prestige Card</li><li>● Citi Rewards Card</li></ul>	<a href="#">See here</a>

Table 1

- ii. Complete the Rewards Redemption Form sent to their registered email address within the first 14 days of card application.
  - a. Rewards Redemption Forms are unique to each individual application.

If the participant does not receive the Rewards Redemption Form immediately after submitting their application, please contact [info@singsaver.com.sg](mailto:info@singsaver.com.sg) for assistance. Participants found sharing the Rewards Redemption Form may be

disqualified from receiving the rewards.

- b. Participants who do not complete the Rewards Redemption Form fully, and accurately will not be eligible for the rewards.
        - iii. Have their Eligible Card (shown in Table 1 above) application approved by the respective Card Provider
          - a. The approval must be final and unconditional.
          - b. The approval must be given by **31 January 2021**.
        - iv. Have their approved Eligible Card activated, make 1 transaction as defined by “Qualifying Spend” within a 30-day period from the account being open.
6. A Successful Application is defined as an application that has completed all the steps listed in Clause 5 (above).
7. "Qualifying Spend" refers to any retail transactions (including internet purchases) which do not arise from
  - (i) any Equal Payment Plan (EPP) purchases,
  - (ii) refunded/disputed/unauthorised/fraudulent retail purchases,
  - (iii) Quick Cash and other instalment loans,
  - (iv) Citi PayLite/Citi Flexibill/cash advance/quasi-cash transactions/balance transfers/annual card membership fees/interest/goods and services taxes,
  - (v) bill payments made using the Eligible Card as a source of funds,
  - (vi) late payment fees and (vii) any other form of service/ miscellaneous fees.
8. A Successful Applicant who qualifies to receive the Rewards will receive a Rewards Notification from SingSaver confirming the redemption details within four (4) calendar months from the date of completion of all the promotion criteria stated in clause 5 (above), unless otherwise stated.

Successful Applicants must ensure that the Eligible Card is valid and in good standing (not cancelled or blocked) at point of gift fulfilment

- a. Physical rewards  
Examples include: AirPods, cash
  - i. Successful Applicants will receive an email from SingSaver confirming the redemption details for the Rewards (“Rewards Notification Email”). Successful Applicants are encouraged to check spam/junk folders for the Rewards Notification Email as there may be accidental redirects by the email client.
  - ii. Rewards that are not claimed past the collection period stipulated on the Rewards Notification Email will be forfeited.

b. PayNow rewards

Successful Applicants:

- i. Consent to receive any applicable reward for this promotion via the registered PayNow mobile number provided in the Reward Redemption Form;
- ii. Are responsible for ensuring that the phone number provided in the Rewards Redemption Form is the correct phone number linked to their registered PayNow account;
- iii. Acknowledge that once submitted, the mobile number provided cannot be amended and that the Rewards will not be re-issued to customers who have provided inaccurate phone numbers.
- iv. Will be notified of successful reward issuance via email from SingSaver, to the email address provided in the Rewards Redemption Form (“Rewards Notification Email”). Successful Applicants are encouraged to check spam/junk folders for the Rewards Notification Email as there may be accidental redirects by the email client.

c. Cash Back Rewards

- i. Cash Back Rewards are distributed by the Card Provider. Successful Applicants notifications vary from Card Provider to Card Provider. Successful Applicants should approach the Card Provider for any queries.

9. Each Successful Application will receive the SingSaver Exclusive Gift (“Rewards”), based on the pre-selected rewards and status:

i. **Citibank Credit Card**

- a. “Eligible New Citibank Customer” refers to an individual who:
  - i. does not have an existing Citibank Credit Card account\* at the time his/her application for any Eligible Citibank Product under this Promotion is approved; and
  - ii. did not previously have a Citibank Credit Card account that was terminated/closed (whether by the individual or by Citibank) in the last twelve (12) months immediately prior to the commencement of the Application Period; and
  - iii. is not a United States (“U.S.”) Citizen, U.S. Resident, or U.S. Green Card holder. A person is a “U.S. Resident” if he is present in the U.S. for more than 31 days in the current calendar year, and for an average of at least 183 days over the current calendar year and the preceding calendar years.

- b. “Eligible Existing Citibank Customer” refers to an individual who:
- i. has an existing Citibank Credit Card account\* at the time his/her application for any Eligible Citibank Product under this Promotion is approved; and
  - ii. previously have a Citibank Credit Card account that was terminated/closed (whether by the individual or by Citibank) in the last twelve (12) months immediately prior to the commencement of the Application Period; and
  - iii. is not a United States (“U.S.”) Citizen, U.S. Resident, or U.S. Green Card holder. A person is a “U.S. Resident” if he is present in the U.S. for more than 31 days in the current calendar year, and for an average of at least 183 days over the current calendar year and the preceding calendar years.

\* For clarity, an existing Citibank Credit Card account includes an application to upgrade any existing Citibank Credit Card as well as an application for any Citibank Credit Card that has been approved by Citibank even if the physical Citibank Credit Card has not been received by the customer and/or has not been activated or utilized by the customer

- c. All queries regarding the Eligible Cards, including but not limited to application status and the Eligible Cards themselves should be directed to Citibank.
- d. This is a SingSaver promotion. All queries/disputes relating to the promotion should be directed to SingSaver. Citibank shall not be responsible for any loss or damage suffered by an Eligible Customer in connection with this Promotion and/or the Rewards.

<b>Citibank Credit Card</b>	<b>SingSaver Exclusive Gift for Eligible New Citibank Customer</b>	<b>SingSaver Exclusive Gift/Voucher for Eligible Existing Citibank Customer</b>
Citi Cash Back+ Mastercard® Citi Cash Back Card Citi PremierMiles Card Citi Rewards Card Citi Prestige Card	Sony WF-1000XM3 True Wireless Noise Cancelling Earbuds - Black Color (worth S\$349)  <b>OR</b>  S\$300 Cash via PayNow^	S\$30 Cash via Paynow

Table 2

10. If the Eligible Participant fails to receive a Rewards Notification from SingSaver within four (4) calendar months from date of completion of all the promotion criteria stated in clause 5 (above), kindly drop an email to [info@singsaver.com.sg](mailto:info@singsaver.com.sg) for assistance.

All promotion rewards will cease 6 months after the promotion end date, any queries received after that will not receive a response.

11. All Reward Redemption Forms received after 14 days from the specified Promotion Period, or submitted through any means other than specified above, will not be eligible for the Promotion. Any correspondence on missing and/or delayed submissions shall not be reviewed or responded to by SingSaver.
12. SingSaver reserves the final right to change the Rewards given. In the case of delays in the delivery of the Rewards, SingSaver will notify the recipients and make the necessary arrangements to deliver the Rewards.
13. SingSaver reserves the right to reject any Reward redemption if the application is found to be made via other channels, or completed outside of the Promotion Period, and/or fraudulent, against the spirit of the promotion, or non-compliant with the Promotion Terms and Conditions. In the event of disputes, SingSaver's decision shall be final.

Where we suspect a participant is participating in any form of unlawful activity or fraud, we reserve the right to report such activity or suspicions to the police or relevant authorities.

14. An Eligible Participant will only be entitled to receive one (1) Reward as an Eligible New Customer. Customers who subsequently apply for additional cards will be considered Eligible Existing Customers.
15. This promotion cannot be combined with any other offers. The Successful Applicant shall NOT be further entitled to receive other rewards in relation to the same application for the Eligible Card, if any.
16. Approval of any Eligible Card is still subject to the Bank's discretion. SingSaver does not guarantee the approval of any product.
17. By applying for an Eligible Card as part of this Promotion, an Eligible Participant agrees and consents to:
  - a. SingSaver sending the information in the Rewards Redemption Form to SingSaver's promotion partners to facilitate his/her application for the Eligible Card; and
  - b. the Card Provider disclosing to SingSaver information relating to his/her application for an Eligible Card in connection with the Promotion; and
  - c. SingSaver sending relevant information in the Rewards Redemption Form to SingSaver's promotion partners to facilitate his/her redemption of the Reward

18. SingSaver reserves the right to (at its own discretion) disqualify any participant and withhold or confiscate in full or part, any SingSaver rewards 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).

Where SingSaver suspects a participant has participated in any form of unlawful activity or fraud, SingSaver reserves the right to report such activity or suspicions to the police or relevant authorities.

19. SingSaver may modify, vary, add, delete or otherwise revise any of the terms and conditions governing the Promotion at any time at their sole and absolute discretion, without prior notice or reason.
20. By agreeing to the terms and conditions of this Promotion, you agree to receive communications from SingSaver via email and/or verified mobile number, including but not limited to SMS and calls, in accordance with [SingSaver's Privacy Policy](#).
21. The [SingSaver General Promotion Terms and Conditions](#) also apply to this Promotion. By agreeing to the terms and conditions of this Promotion, you also agree to the [Terms and Conditions of use of SingSaver](#).

## Standard Chartered Credit Card

1. The promotion period (“Promotion Period”) is on **7 December - 28 December 2020**, both days inclusive, unless otherwise stated.
2. All applications received after the specified Promotion Period, or submitted through any means other than specified below, will not be eligible for the Promotion. Any correspondence on missing and/or delayed submissions shall not be entertained.
3. This promotion (“Promotion”) is organised by SingSaver Pte Ltd (“SingSaver”) and is open to all residents of Singapore. Residents of Singapore include Singaporeans, Permanent Residents and foreigners holding Employment Passes, S Passes and work permits. SingSaver reserves all rights to reject any rewards redemption submissions if the user is not a resident of Singapore.
4. By participating in this Promotion, each participant agrees to be bound by these Terms and Conditions. SingSaver reserves the right to amend the Terms and Conditions of the Promotion at any time, without prior notice.
5. To be eligible for the Promotion (“Eligible Participants”), the participant must:
  - i. Submit an application for a credit card (“Eligible Card”, Table 1 below) on the promotion website <https://www.singsaver.com.sg/> (“Promotion Page”) as a main cardholder during the Promotion Period.

### Eligible Cards:

Card Provider	Credit Cards	Reward
Standard Chartered Bank	<ul style="list-style-type: none"> <li>● Standard Chartered Unlimited Credit Card</li> <li>● Standard Chartered Rewards+ Credit Card</li> </ul>	<a href="#">See here</a>

*Table 1: Eligible cards*

- ii. **For Standard Chartered Unlimited Credit Card, Standard Chartered Rewards+ Credit Card only:**

Complete the Rewards Redemption Form sent to their registered email address within the first 14 days of card application.

- a. Rewards Redemption Forms are unique to each individual application.

If the participant does not receive the Rewards Redemption Form immediately after submitting their application, please contact [info@singsaver.com.sg](mailto:info@singsaver.com.sg) **immediately** for assistance. Participants found sharing the Rewards

Redemption Form may be disqualified from receiving the rewards.

- b. Participants who do not complete the Rewards Redemption Form fully, and accurately will not be eligible for the rewards.
- iii. Have their Eligible Card (shown in Table 1 above) application approved by the respective Card Provider
  - a. The approval must be final and unconditional.
  - b. The approval must be given by **31 January 2021**.
- iv. Have their approved Eligible Card activated within the first 30 days of card approval. Note that the 30-day card activation clause applies to physical credit cards only, i.e. if digital CC is activated and physical CC is not activated, Standard Chartered card applicants will not be eligible for the gift.

Missing the deadline for physical card activation will result in forfeiture of the Gift Reward, even if it is a result of loss of card or non-receipt of physical credit cards, or any other reasons, subject to Standard Chartered Bank's discretion. Please reach out to Standard Chartered Bank for replacement or further enquiries.

- v. Make a **minimum spend of S\$80** as defined by "Qualifying Spend" within a 30-day period from the account being open.

"Qualifying Spend" refers to any retail transactions (including internet purchases) which do not arise from

- (i) any Equal Payment Plan (EPP) purchases,
- (ii) refunded/disputed/unauthorised/fraudulent retail purchases,
- (iii) Quick Cash and other instalment loans,
- (iv) bill payments made using the Eligible Card as a source of funds,
- (v) late payment fees and (vii) any other form of service/ miscellaneous fees.

- 6. A Successful Application is defined as an application that has completed all the steps listed in Clause 5 (above).
- 7. A Successful Applicant who qualifies to receive the Rewards will receive a Rewards Notification from SingSaver confirming the redemption details within four (4) calendar months from the date of completion of all the promotion criteria stated in clause 5 (above), unless otherwise stated.

Successful Applicants must ensure that the Eligible Card is valid and in good standing (not cancelled or blocked) at point of gift fulfilment

- a. Physical rewards  
Examples include: AirPods, cash
  - i. Successful Applicants will receive an email from SingSaver confirming the redemption details for the Rewards ("Rewards Notification Email"). Successful Applicants are encouraged to check spam/junk folders for the

Rewards Notification Email as there may be accidental redirects by the email client.

- ii. Rewards that are not claimed past the collection period stipulated on the Rewards Notification Email will be forfeited.

b. PayNow rewards

Successful Applicants:

- i. Consent to receive any applicable reward for this promotion via the registered PayNow mobile number provided in the Reward Redemption Form;
- ii. Are responsible for ensuring that the phone number provided in the Rewards Redemption Form is the correct phone number linked to their registered PayNow account;
- iii. Acknowledge that once submitted, the mobile number provided cannot be amended and that the Rewards will not be re-issued to customers who have provided inaccurate phone numbers.
- iv. Will be notified of successful reward issuance via email from SingSaver, to the email address provided in the Rewards Redemption Form (“Rewards Notification Email”). Successful Applicants are encouraged to check spam/junk folders for the Rewards Notification Email as there may be accidental redirects by the email client.

c. Cash Back Rewards

- i. Cash Back Rewards are distributed by the Card Provider. Successful Applicants notifications vary from Card Provider to Card Provider. Successful Applicants should approach the Card Provider for any queries.

8. Each Successful Application will receive the SingSaver Exclusive Gift (“Rewards”), based on the pre-selected rewards and status:

**i. Standard Chartered Bank (Singapore) Limited (“SCB”) Credit Cards**

- a. “New SCB Cardholder” refers to a new Standard Chartered Bank (Singapore) Limited principal cardholder. In other words, you must not have any existing or previously cancelled credit cards in the last 12 months
- b. “Existing SCB Cardholder” refers to a Standard Chartered Bank (Singapore) Limited principal cardholder with at least one (1) existing principal credit card with SCB at the point approval of your Eligible Card application or a previously cancelled credit card(s) with SCB in the last 12 months from the date the

Eligible Card is approved. Must not have applied for the same credit card within the last 12 months from the date of application.

- c. To be eligible, approved SCB Cardholders will need to activate their Standard Chartered Credit Card within the first 30 days of approval and in any event no later than **31 December 2020**.

Eligible Product	SingSaver Exclusive Gift for New SCB Cardholders	SingSaver Exclusive Gift for Existing SCB Cardholders
<p><b>Standard Chartered Unlimited Credit Card</b></p> <p><b>Standard Chartered Rewards+ Credit Card</b></p>	<p>Garmin Venu SQ Watch – Shadow Grey with Slate Bezel (worth \$299)^</p> <p style="text-align: center;"><b>OR</b></p> <p>Apple AirPods with Charging Case (worth S\$239)^</p>	<p style="text-align: center;">S\$30 Cash via Paynow</p>

Table 2

^ Selection will be made on the Rewards Redemption Form. Once submitted, the selection cannot be changed

9. If the Eligible Participant fails to receive a Rewards Notification from SingSaver within three (3) calendar months from date of completion of all the promotion criteria stated in clause 5 (above), kindly drop an email to [info@singsaver.com.sg](mailto:info@singsaver.com.sg) for assistance.
10. All Reward Redemption Forms received after 14 days from the specified Promotion Period, or submitted through any means other than specified above, will not be eligible for the Promotion. Any correspondence on missing and/or delayed submissions shall not be reviewed or responded to by SingSaver.
11. SingSaver reserves the final right to change the Rewards given. In the case of delays in the delivery of the Rewards, SingSaver will notify the recipients and make the necessary arrangements to deliver the Rewards.
12. SingSaver reserves the right to reject any Reward redemption if the application is found to be made via other channels, or completed outside of the Promotion Period, and/or fraudulent, against the spirit of the promotion, or non-compliant with the Promotion Terms and Conditions. In the event of disputes, SingSaver’s decision shall be final.

Where we suspect a participant is participating in any form of unlawful activity or fraud, we reserve the right to report such activity or suspicions to the police or relevant authorities.

13. An Eligible Participant will only be entitled to receive one (1) Reward as an Eligible New Customer. Customers who subsequently apply for additional cards will be considered Eligible Existing Customers.
14. This promotion cannot be combined with any other offers. The Successful Applicant shall NOT be further entitled to receive other rewards in relation to the same application for the Eligible Card, if any.
15. Approval of any Eligible Card is still subject to the Bank's discretion. SingSaver does not guarantee the approval of any product.
16. By applying for an Eligible Card as part of this Promotion, an Eligible Participant agrees and consents to:
  - a. SingSaver sending the information in the Rewards Redemption Form to SingSaver's promotion partners to facilitate his/her application for the Eligible Card; and
  - b. the Card Provider disclosing to SingSaver information relating to his/her application for an Eligible Card in connection with the Promotion; and
  - c. SingSaver sending relevant information in the Rewards Redemption Form to SingSaver's promotion partners to facilitate his/her redemption of the Reward
17. SingSaver reserves the right to (at its own discretion) disqualify any participant and withhold or confiscate in full or part, any SingSaver rewards 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).

Where SingSaver suspects a participant has participated in any form of unlawful activity or fraud, SingSaver reserves the right to report such activity or suspicions to the police or relevant authorities.

18. SingSaver may modify, vary, add, delete or otherwise revise any of the terms and conditions governing the Promotion at any time at their sole and absolute discretion, without prior notice or reason.
19. By agreeing to the terms and conditions of this Promotion, you agree to receive communications from SingSaver via email and/or verified mobile number, including but not limited to SMS and calls, in accordance with [SingSaver's Privacy Policy](#).
20. The [SingSaver General Promotion Terms and Conditions](#) also apply to this Promotion.

21. By agreeing to the terms and conditions of this Promotion, you also agree to the [Terms and Conditions of use of SingSaver](#)

## OCBC Credit Cards

1. The promotion period (“Promotion Period”) is between **1 August 2020 to 31 December 2020 (for OCBC 365 Credit Card) & between 7 October 2020 to 31 December 2020 (for OCBC Frank Card)** , both days inclusive, unless otherwise stated.
2. All applications received after the specified Promotion Period, or submitted through any means other than specified below, will not be eligible for the Promotion. Any correspondence on missing and/or delayed submissions shall not be entertained.
3. This promotion (“Promotion”) is organised by SingSaver Pte Ltd (“SingSaver”) and is open to all residents of Singapore. Residents of Singapore include Singaporeans, Permanent Residents and foreigners holding Employment Passes, S Passes and work permits. SingSaver reserves all rights to reject any rewards redemption submissions if the user is not a resident of Singapore.
4. By participating in this Promotion, each participant agrees to be bound by these Terms and Conditions. SingSaver reserves the right to amend the Terms and Conditions of the Promotion at any time, without prior notice.
5. To be eligible for the Promotion (“Eligible Participants”), the participant must:
  - i. Submit an application for a credit card (“Eligible Card”, shown in Table 1 below) on the promotion website <https://www.singsaver.com.sg/> (“Promotion Page”) as a main cardholder during the Promotion Period.

### Eligible Cards:

Card Provider	Credit Cards	Reward
OCBC	<ul style="list-style-type: none"> <li>● OCBC 365 Credit Card</li> </ul>	<a href="#">See here</a>
	<ul style="list-style-type: none"> <li>● OCBC Frank Card</li> </ul>	

*Table 1: Eligible cards*

- ii. Have their Eligible Cards application approved by the respective Card Provider
  - i. The approval must be final and unconditional.
  - ii. The approval must be given by **the last day of the following month from account approval.**
- iii. Have their approved Eligible Card activated within the first 30 days of card approval.
- iv. To fulfil the condition as stated on clause 7(vi) for Existing OCBC Cardholders.

6. A Successful Application is defined as an application that has completed all the steps listed in Clause 5 (above).
7. Each Successful Application will receive the SingSaver Exclusive Gift (“Rewards”), based on the pre-selected rewards and status:
- i. OCBC Credit Cards**
- i. Each New OCBC Cardholder with Successful Application will receive the SingSaver Exclusive Gift (“Rewards”), based on the pre-selected rewards and status:

Eligible Product	SingSaver Exclusive Gift for New OCBC Cardholders
OCBC 365 Credit Card	SGD 100 GrabFood vouchers
OCBC Frank Card	SGD 50 Grab vouchers

Table 2

- ii. A “New OCBC Cardholder” is defined as a new OCBC principal credit cardholder who is currently not holding on to any OCBC Credit Card and has not cancelled any OCBC Credit Card (where such individual was the principal cardholder) in the last 12 months prior to the application date of any Eligible Card.
- iii. A Successful Applicant who qualifies to receive the Rewards will receive a Rewards Notification from OCBC, via SMS with the relevant redemption details, no later than three (3) months from the date of approval of the Successful Application, after OCBC determines in its sole discretion that the criteria under this Promotion have been met, barring any unforeseen technical delays.
- iv. Each Existing OCBC Cardholder with Successful Application will receive the SingSaver Exclusive Gift (“Rewards”), based on the pre-selected rewards and status:

Eligible Product	SingSaver Exclusive Gift for Existing OCBC Cardholders
OCBC 365 Credit Card	SGD 50 GrabFood vouchers

Table 3

- v. An “Existing OCBC Cardholder” is defined as a OCBC principal credit cardholder who is currently holding on any OCBC Credit Card.
- vi. To be eligible for the **OCBC 365 Credit Card Rewards**, you must be the first 1,000 Existing OCBC Cardholders to spend at least S\$300 of Qualifying Spend by the end of the next month following his/her Card approval date.
- vii. “Qualifying Spend” refers to retail spend on any OCBC credit card which are face to face or online purchases, and includes Supplementary Card

spend, but transactions made via NETS, annual card fees, Cash on Instalment, Instalment Payment Plan, Interest, Late Payment charges, Tax Payment, Cash Advances, Balance Transfers, Internet Banking, AXS, SAM or any other payment network and all other bank fees and charges are excluded from the calculation of the spend for this Promotion. Transactions which are performed at merchants that fall into the exclusion categories/excluded organisations as set out by the bank on <https://www.ocbc.com/assets/pdf/365-terms-andconditions-1-oct-2019.pdf> will not be counted as “Qualifying Spend”. For the avoidance of doubt, OCBC has absolute discretion to determine whether a transaction constitutes a “Qualifying Spend”

8. A Successful Applicant who qualifies to receive the Rewards will receive a Rewards Notification from OCBC, via SMS with the relevant redemption details, no later than three (3) months from the date of approval of the Successful Application, after OCBC determines in its sole discretion that the criteria under this Promotion have been met, barring any unforeseen technical delays.
9. If a Successful Applicant fails to receive a Rewards Notification from OCBC within three (3) calendar months from the date of approval of the card application, kindly call OCBC Hotline for assistance.
10. SingSaver reserves the final right to change the Rewards given. In the case of delays in the delivery of the Rewards, OCBC will notify the recipients and make the necessary arrangements to deliver the Rewards.
11. SingSaver reserves the right to reject any Reward redemption if the application is found to be made via other channels, or completed outside of the Promotion Period, and/or fraudulent, against the spirit of the promotion, or non-compliant with the Promotion Terms and Conditions. In the event of disputes, SingSaver’s decision shall be final.

Where we suspect a participant is participating in any form of unlawful activity or fraud, we reserve the right to report such activity or suspicions to the police or relevant authorities.

12. An Eligible Participant will only be entitled to receive one (1) Reward as an Eligible New Customer. Customers who subsequently apply for additional cards will be considered Eligible Existing Customers.
13. This promotion cannot be combined with any other offers. The Successful Applicant shall NOT be further entitled to receive other rewards in relation to the same application for the Eligible Card, if any.
14. Approval of any Eligible Card is still subject to the Bank’s discretion. SingSaver does not guarantee the approval of any product.
15. By applying for an Eligible Card as part of this Promotion, an Eligible Participant agrees and consents to:

- i. OCBC sending relevant information in the Rewards Redemption Form to SingSaver and SingSaver's promotion partners to facilitate his/her reward redemption for the Eligible Card; and
  - ii. OCBC disclosing to SingSaver information relating to his/her application for an Eligible Card in connection with the Promotion; and
16. SingSaver reserves the right to (at its own discretion) disqualify any participant and withhold or confiscate in full or part, any SingSaver rewards 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).
17. Where SingSaver suspects a participant has participated in any form of unlawful activity or fraud, SingSaver reserves the right to report such activity or suspicions to the police or relevant authorities.
18. SingSaver may modify, vary, add, delete or otherwise revise any of the terms and conditions governing the Promotion at any time at their sole and absolute discretion, without prior notice or reason.
19. By agreeing to the terms and conditions of this Promotion, you agree to receive communications from SingSaver via email and/or verified mobile number, including but not limited to SMS and calls, in accordance with [SingSaver's Privacy Policy](#).
20. The [SingSaver General Promotion Terms and Conditions](#) also apply to this Promotion.
21. By agreeing to the terms and conditions of this Promotion, you also agree to the [Terms and Conditions of use of SingSaver](#)

# SingSaver General Promotion Terms and Conditions

## General Eligibility

1. Each participant (“Participant”) in any promotion by SingSaver Pte Ltd (“SingSaver”) agrees to be bound by its terms and conditions, including SingSaver Terms and Conditions, and all related promotion terms and conditions.
2. Participants acknowledge and agree that approvals on applications for all financial products (including but not limited to credit cards, insurance, and loans) are made at each product issuer’s discretion. Their decisions are final and SingSaver does not guarantee the approval of any financial product, including but not limited to Credit Cards products.
3. Promotions are valid for a specified time period (“Promotion Period”). All applications received after the specified Promotion Period or submitted through any means other than specified in the relevant promotion terms and conditions, will not be eligible for the Promotion. Any correspondence on missing and/or delayed submissions shall not be entertained.
4. By applying for any products via SingSaver, you consent to the product providers (including, but not limited to the relevant insurance providers, card issuers, loan providers) updating SingSaver about the status of your application, including whether your application is successful.
5. Promotional activities organised by SingSaver (“SingSaver Promotions”) are open to all residents of Singapore, meaning Singaporeans, Singapore Permanent Residents and holders of Employment Pass, S Pass, or a Singapore work permit. SingSaver reserves the right to reject any rewards redemption submissions from users who are not residents of Singapore, unless otherwise stated.
6. SingSaver reserves the final right to change the Reward given. In the case of delays in the delivery of the Reward, SingSaver will notify the Successful Applicant and make the necessary arrangements for Successful Applicant to collect the Reward.
7. SingSaver may modify, vary, add, delete or otherwise revise any of the terms and conditions governing the Promotion at any time at their sole and absolute discretion, without prior notice or reason.
8. In case of any dispute, SingSaver reserves the right to make the final decision, which shall be binding on all participants.

9. SingSaver reserves the right to disqualify any participant and withhold or confiscate in full or part, any SingSaver rewards 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).

Where we suspect a participant is participating in any form of unlawful activity or fraud, we reserve the right to report such activity or suspicions to the police or relevant authorities.

10. "Winning Reward" is defined as the reward awarded to a limited number of eligible applications as determined by the terms and conditions of the Promotion and is differentiated from the approval reward from other non-winning eligible applications received.
11. Acceptance of any Winning Reward shall constitute consent on the Winner's part to allow the use of the Winner's name, image, voice and/or likeness by SingSaver for editorial, advertising, promotional, marketing and/or other purposes on social media or SingSaver website, without further compensation except where prohibited by law.
12. By agreeing to the terms and conditions of this Promotion, you agree to receive communications from SingSaver via email and/or verified mobile number, including but not limited to SMS and calls in accordance with [SingSaver's Privacy Policy](#).
13. By agreeing to the terms and conditions of this Promotion, you consent to SingSaver and/or its affiliated companies sharing your mobile phone number with their trusted partner(s) for credit scoring analysis in order to improve SingSaver's services and to enable us to provide a more personalised experience to you and other users of SingSaver's services in accordance with SingSaver's Privacy Policy.
14. By agreeing to the terms and conditions of this Promotion, you also agree to the [Terms and Conditions of use of SingSaver](#).

## Rewards Eligibility

15. Eligible Participants who qualify to receive SingSaver rewards will receive an email from SingSaver confirming the reward redemption details within three calendar months from the date of product approval (e.g. card approval), or the date of completion of the Rewards Redemption Form, whichever is later.
16. Where eligibility for SingSaver Promotion rewards are conditional on eligible product approval by the financial product issuer:
  - a. Participants acknowledge and agree that approvals on applications for all financial products (including but not limited to credit cards, insurance, and loans) are made at each product issuer's discretion. Their decisions are final;

SingSaver does not guarantee the approval of any Credit Card and Loan products.

- b. The approved product must have been applied for via SingSaver. SingSaver shall consult with its product issuing partners to verify this, and the final decision on rewards eligibility shall be final.
17. Where rewards are pertinent to credit card products: the participant has to make an application for a principal card, in order to be eligible for rewards (i.e., supplementary card applications do not qualify for additional rewards).
18. Participants of SingSaver Promotions must follow all instructions set out in the Promotion Terms and Conditions, and submit the completed the Rewards Redemption Form containing accurate information, in order for SingSaver to verify their eligibility for rewards. For avoidance of doubt, Rewards Redemption Forms received more than **fourteen (14) days** after the specified Promotion Period, or submitted through any means other than specified above, will not be eligible for the Promotion Gift..
19. Participants may only submit their information via Rewards Redemption Forms sent directly to the email address provided when they apply for products via SingSaver. The participant experience for this is as follows:
  - a. Click to apply for a credit card on SingSaver
  - b. Provide an accurate email address when prompted
  - c. Conclude the card/loan/insurance application process with the product issuer (e.g., the bank)
  - d. Complete and submit the Rewards Redemption Form sent to the participant's email.
  - e. Receive an email confirmation from SingSaver upon submission of the Rewards Redemption Form. Participants should reach out to SingSaver at [info@singsaver.com.sg](mailto:info@singsaver.com.sg) if they do not receive this immediately.
20. Participants are responsible for the submission of accurate information to SingSaver. In this regard:
  - a. Participants who submit incomplete Rewards Redemption Forms will not be eligible for any rewards. Participants who submit Rewards Redemption Forms containing invalid or fraudulent information will also be disqualified from SingSaver rewards.
  - b. SingSaver is not responsible for any information not received due to internet connectivity issues or otherwise.
  - c. Rewards Redemption Forms will not be confirmed as submitted until participants receive an email confirmation. SingSaver may from time to time request participants to provide a copy of this email to verify their applications.

21. A successful Applicant who qualifies to receive the Reward according the Terms and Conditions of the Promotion, will receive an email from SingSaver confirming the redemption details for the Reward within 90 days from the date of card activation/ product approval or completion of the SingSaver Rewards Redemption Form, whichever is later.
22. SingSaver reserves the right to (at its own discretion) disqualify any participant and withhold or confiscate in full or part any SingSaver rewards 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).
23. Where we suspect a participant is participating in any form of unlawful activity or fraud, we reserve the right to report such activity or suspicions to the police or relevant authorities.
24. In accordance with [SingSaver's Privacy Policy](#), redemption details and disclosure of any information pertaining to product application will only be communicated via the registered email address.

## **Rewards Usage and Validity**

25. In the event that SingSaver is unable to supply any specified promotion reward to the eligible Participant, it shall endeavour to supply alternative products or services of similar quality or price to the Participant. In the event delivery of the Reward is delayed, SingSaver will notify the eligible recipients, and make the necessary arrangements to provide the Reward.
26. Where the applicable reward includes vouchers for a third-party merchant (including but not limited to Grab, Takashimaya, NTUC, and more), all vouchers issued are subject to the terms and conditions of the vouchers' merchants. SingSaver shall not in any way be liable for any goods or services or the quality or performance of such goods or services supplied by any participating merchant, site or service provider. SingSaver is not responsible for liable in any way for any claims, damages, losses, expenses, liabilities or costs, whether incurred directly or indirectly from the use of such vouchers. Participants should seek redress from and direct any complaints or comments in respect of such goods and services to the respective participating merchant, provider or agent.
27. In respect of Grab promotion codes, Participants acknowledge that:
  - a. Requests for Grab promo codes can only be made upon receipt of rewards redemption emails from SingSaver

- b. Following acknowledgement of the Successful Applicant's eligibility for Grab promotion codes, SingSaver shall email the Grab promo codes to the Successful Applicant's registered email within fourteen (14) business days, and
- c. Unless otherwise specified, Grab promotion codes will be issued in denominations at SingSaver's discretion, up to the total value of the gift.

28. In respect of rewards issued via PayNow, Participants acknowledge that:

- a. They are responsible for ensuring that the phone number provided in the Rewards Redemption Form is the correct phone number linked to their registered PayNow account.
- b. SingSaver will not be able to re-issue or refund rewards already transferred to recipient's provided mobile phone number should the mobile phone number be provided in error.

29. Any applicable rewards will have a validity of at least 3 weeks from the date of issue from SingSaver to the user. Requests for exceptions on voucher conditions (including but not limited to extending validity dates, amending conditions, or reissuing vouchers) cannot be entertained; no exceptions are possible.

30. Unless otherwise stated, all rewards assigned for respective product approvals are not strictly not exchangeable for cash or other gifts / rewards.

31. Physical SingSaver rewards (e.g, cash, physical vouchers, or items such as AirPods) that are not claimed within the stipulated collection period will be forfeited without exception.

In addition:

- a. eligible Participants who are not available during the stipulated collection period may authorise someone to collect the Reward on their behalf;
- b. in the event that an Eligible Participant is unable to collect or authorise anyone to collect the reward within the pre-defined timeframe, (s)he must email us [info@singsaver.com.sg](mailto:info@singsaver.com.sg) to arrange for a new collection period **within** the stipulated collection period; and
- c. unless the Eligible Participant has received email confirmation from SingSaver on any changes in collection timing, the original collection timing shall apply.

32. "Cash Back" and "Cash Credit" means cash rewards benefit issued by the provider/bank for eligible applications or transactions.