

SingSaver Exclusive: 'Score Big' 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 Score Big badge or is listed on the promotion page between 21 November 2022 - 18 December 2022, both days inclusive. Promotion page: <http://www.singsaver.com.sg/>

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 Lucky Draw Gift:

→ 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 21 November 2022 to 30 November 2022 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 Dec 2022.
- ◆ The application between 1 December 2022 to 18 December 2022 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 17 January 2023.

→ For **credit card** applications

The application between 21 November 2022 to 30 November 2022 for the Eligible

Product (credit card) applied for must be activated on or before before 30 Dec 2022.

The application between 1 December 2022 to 18 December 2022 for the Eligible Product (credit card) applied for must be activated on or before before 17 January 2023.

◆ Citibank:

Eligible Customers are required to spend a minimum of S\$500 in Qualifying Spending within 30 days after activation of the credit card.

◆ Standard Chartered:

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.

◆ AMEX:

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

◆ CIMB:

Eligible Customers are required to spend a minimum of S\$988 in Qualifying Spending within 60 days of card approval.

◆ UOB:

- UOB Absolute Cashback Credit Card, UOB ONE Credit Card & UOB EVOL 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

→ 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 open a Citi Plus account

→ For Priority banking products

- ◆ For applications from 21 November 2022 to 30 November 2022, Eligible Customer must deposit the minimum required sum into the opened account on or before the following dates:

- Cltgold: on or before 31 Jan 2023.
- Standard Chartered Wealth \$aver Priority Banking: on or before 7 Dec 2022.

- ◆ For applications from 1 December - 18 December 2022, Eligible Customer must deposit the minimum required sum into the opened account on or before the following dates:

- Cltgold: on or before 17 Feb 2023.
- Standard Chartered Wealth \$aver Priority Banking: on or before 7 Jan

- ◆ 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 21 November - 18 December 2022 and funded for the following periods:

- ◆ moomoo Trading Account: fund a min. of S\$100 into the account within the Promotion Period & maintain the same for 30 consecutive days.
- ◆ Webull Trading Account: fund a min. of S\$2,000 into the account within 30 days of account opening.

Step 5 Receive notification of your reward eligibility.

Step 6 SingSaver will conduct a lucky draw to select Forty-four (44) lucky draw winners. Winners will be announced on SingSaver's blog page (<https://www.singsaver.com.sg/blog/giveaway-and-competition-winners>) by 30 June 2023. Winners will also be contacted via email within 1 week after the date of the Lucky Draw.

Refer [here](#) for 'Score Big' Terms and Conditions

Table 1: Important dates

Eligible Date of Application Submission	21 November 2022 to 18 December 2022	
Eligible Date of Redemption Form Submission	21 November 2022 to 2 January 2023	
For Credit Cards Only	21 Nov 2022 to 30 Nov 2022	The Eligible Product (credit card) applied for must be activated on or before 30 Dec 2022.
	1 Dec 2022 to 18 Dec 2022	The Eligible Product (credit card) applied for must be activated on or before 17 Jan 2023.
For Personal Loans Only	21 Nov 2022 to 30 Nov 2022	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 Dec 2022.
	1 Dec 2022 to 18 Dec 2022	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 17 Jan 2023.
For Savings Account Only	21 Nov 2022 to 30 Nov 2022	<p>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.</p> <p>CitiPlus: Open a CitiPlus account on or before 30 Nov 2022. and approved before 31 Dec.</p>

	1 Dec 2022 to 18 Dec 2022	
For Priority Banking Only	21 Nov 2022 to 30 Nov 2022	The Eligible Customer must deposit the minimum required sum into the opened account on or before the following dates: Clfigold: on or before 31 Jan 2023. Standard Chartered Wealth \$aver Priority Banking: on or before 7 Dec 2022.
	1 Dec 2022 to 18 Dec 2022	The Eligible Customer must deposit the minimum required sum into the opened account on or before the following dates: Clfigold: on or before 17 Feb 2023. Standard Chartered Wealth \$aver Priority Banking: on or before 7 Jan 2023.
For Insurance Only	21 Nov 2022 to 30 Nov 2022	Purchased insurance product must not be cancelled & must be valid at the time of the lucky draw and Lucky Draw Gift redemption.
	1 Dec 2022 to 18 Dec 2022	
For Brokerage Accounts Only	21 Nov 2022 to 30 Nov 2022	The Eligible Product (Online Investment Brokerage Accounts) must be applied for and funded for the following periods:
	1 Dec 2022 to 18 Dec 2022	moomoo Trading Account: fund a min. of S\$100 into the account within the Promotion Period & maintain the same for 30 consecutive days. Webull Trading Account: fund a min. of S\$2,000 into the account within 30 days of account opening.

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 30 June 2023. Winners will also be contacted via email within 1 week after the date of the Lucky Draw.

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 'Score Big' badge or is listed on the promotion page between 21 November 2022 to 18 December 2022 , both days inclusive.

Promotion page: <http://www.singsaver.com.sg/>

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 Score Big Grand Lucky Draw badge ([what is this?](#)) if it is listed elsewhere on SingSaver.

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

What is the promotional gift?

Each customer to receive the sign up gift and up to three (3) entries into the Lucky Draw to receive one of the following Lucky Draw Gifts, as detailed below.

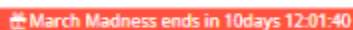
- a. 3 Winners will receive a Round Trip to Qatar (worth \$2,700++);
- b. 3 Winners will receive an iPhone 14 Pro Max 128GB (worth S\$1,799);
- c. 3 Winners will receive a Macbook Air 13' M2 Chip 256GB (worth S\$1,699);
- d. 3 Winners will receive a Samsung Galaxy Z Flip 4 (worth S\$1,280);
- e. 30 Winners will receive a Lumos Ray Smart (worth S\$298);
- f. 1 Winner will receive a PlayStation 5 FIFA 23 Bundle (worth \$889); and
- g. 1 Winner will receive a PlayStation 5 (worth \$799);

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/scorebig-tncs> for more details.

What is the 'Score Big' Deals badge?

A 'Score Big' Deals badge indicates that the product is participating in our Score Big deals Promotion. Here is an example of what this badge would look like:

A red rectangular badge with white text that reads "March Madness ends in 10days 12:01:40".

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

About Rewards Redemption

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

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

What if I did not receive the Rewards Redemption Email?

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

1. The email was redirected to your spam/ junk folder by mistake

If this happens, please check your spam/ junk folder. As emails are SingSaver's primary method of communicating with you, please add no-reply@singsaver.com.sg and info@singsaver.com.sg to your "Safe Sender" list or Primary mail folder to ensure you receive all communications from us.

2. "Skip Rewards" button may have been clicked and did not input your email address
In such instances, we regret to inform you that you will not be eligible for the lucky draw contest gift.

3. The application was made on a different website
If this happens, we regret to inform you that only applications made via 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 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

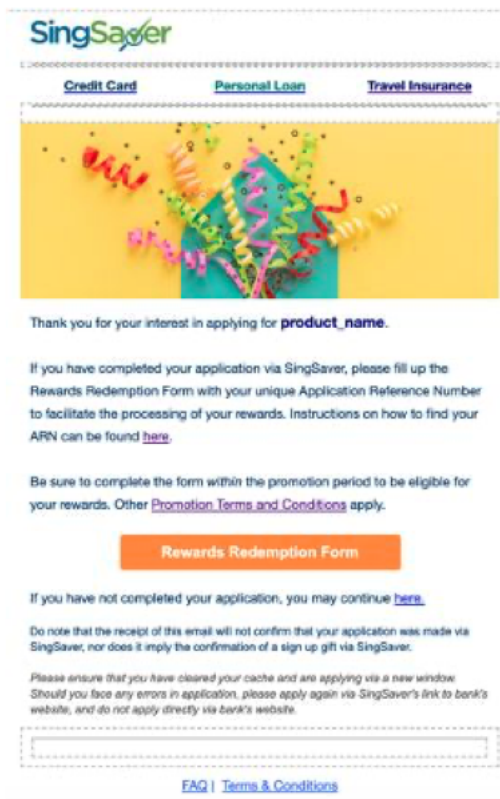
I have followed all the necessary steps but my application was not eligible for the SingSaver reward. What should I do?

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**

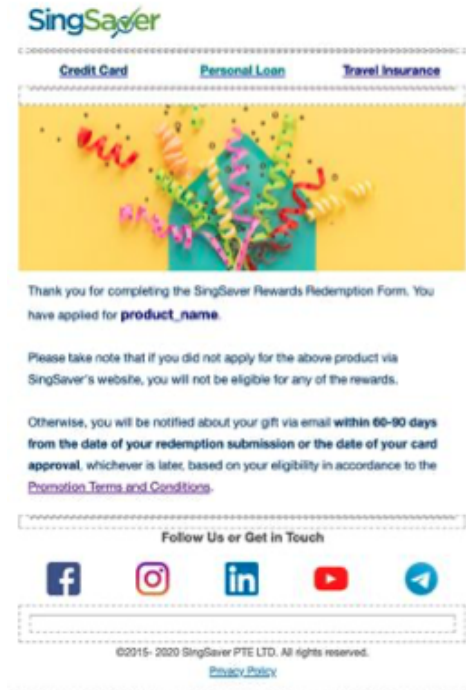
This is an email automatically triggered when an applicant submits their email address in the rewards page.



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

This is an email automatically triggered when an applicant successfully submits theirs.

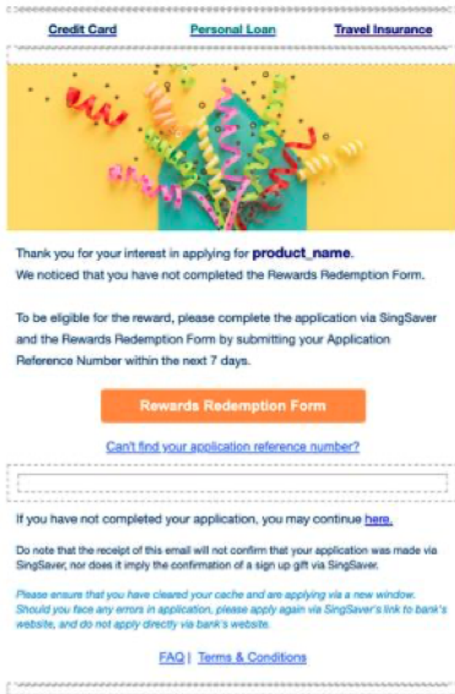
Rewards Redemption Form.



- **Rewards redemption reminder email**

This is an email automatically triggered when an applicant fails to submit their

Rewards Redemption Form, and is triggered to all applicants who have submitted an email address to SingSaver.



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

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

[About Lucky Draw and Rewards](#)

[When will I receive my promotional gift?](#)

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

The lucky draw will be conducted on 30 Jun 2023. All-Winners will be announced on SingSaver's [contest winner's page](#) by 7 July 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 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/marchmadness-tncs>.

How will lucky draw winners be selected?

Winners will be drawn randomly at the SingSaver office located at 89 Neil Road, #03-01, Singapore 088849, on 30 June 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 1 week 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 and info@singsaver.com.sg to your "Safe Sender" list or Primary mail folder to ensure you receive all communications from us. Due to the volume of submissions we are receiving, ineligible customers will not be notified.

Winners will also be announced on SingSaver's blog page (<https://www.singsaver.com.sg/blog/giveaway-and-competition-winners>) by 7 July 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.