

SingSaver Exclusive: ‘Team Cashback vs Team Airmiles’ FAQ

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How Does This Promotion Work?

What are the Promotion Rewards?

1. **Team Cashback vs Team Airmiles Campaign (8 May, 5pm - 4 Jun 11:59pm)**

- a. **Round 1 (8 May, 5pm - 21 May, 11:59pm):** Up to \$370 Vouchers* or 34,000** Max Miles.

Max Miles or Vouchers awarded are in addition to any rewards that a user may receive through different SingSaver promotions in respect of the same application for an eligible card.

Product Type	Eligible Products	Bonus Promotion Reward
Cashback Card	Citi Cash Back+ Card Standard Chartered Simply Cash Credit Card	+\$100 Voucher
	Standard Chartered Smart Credit Card American Express True Cashback Card	+\$80 Voucher
	DBS Yuu Card UOB One Card Maybank Family & Friends	+\$30 Voucher
Airmiles Card	Citi PremierMiles Card HSBC Revolution Credit Card	+10,000 Max Miles
	Citi Rewards Card Standard Chartered Journey Card Credit Card	+8,000 Max Miles
	HSBC TravelOne Credit Card UOB Lady's Card Maybank Horizon Visa Signature	+3,000 Max Miles

**Win a total of S\$370 vouchers when you apply for Citi Cashback+, Standard Chartered Simply Cash, AMEX True Cashback, DBS Yuu Card, UOB One Card, and Maybank Family & Friends.*

***Win a total of 34,000 miles when you apply for Citi PremierMiles, HSBC Revolution, Standard Chartered Journey Card, and UOB Lady's Card, and Maybank Horizon Visa Signature.*

- b. **Round 2 (22 May - 4 Jun, 11:59):** To be revealed, Stay tuned!

2. **Team Cashback vs Team Airmiles Lucky Draw (For both new-to-card & Existing Card Applicants):**

- a. **Round 1 (8 May, 5pm - 21 May, 11:59pm):** A Pair of Return Business Class Tickets to Switzerland, Zurich (worth 320,000 Max Miles)

Includes personal concierge booking service that guides the booking process.

- b. **Round 2 (22 May - 4 Jun, 11:59):** To be revealed, Stay tuned!

Important note: As promotion reward & criteria vary based on the product applied for, please refer to our [Team Cashback vs Team Airmiles Terms & Conditions](#) for more details.

What must I do to be eligible for the promotion?

Step 1 Apply for participating products on SingSaver between **8 May, 5pm - 4 Jun, 11:59pm 2024**, both days inclusive.

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 Complete the requirements set out by Product Provider to be eligible for the promotion as set out in:

- SingSaver Credit Card Rewards [Promotion Terms and Condition](#)

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.

Step 5 For the '**Team Cashback vs Team Airmiles Campaign Lucky Draw**', SingSaver will conduct a draw on 4 Nov 2024, 3pm to determine the winners of the Lucky Draw. The lucky Winners will be announced on SingSaver's blog page (<https://www.singsaver.com.sg/blog/giveaway-and-competition-winners>) by 12 Nov 2024. Winner will also be contacted via email within 1 week after the date of the Lucky Draw.

Important Note: We expect an overwhelming response and as such, rewards may have a longer fulfillment time. However, please be assured that we are committed to making every effort to deliver rewards as per the stipulated timelines.

Am I eligible to win both 'Round 1 Lucky Draw' and 'Round 2 Lucky Draw'?

Yes, the draws for each are separate.

How do I know if I am eligible for the 'Team Cashback vs Team Airmiles Lucky Draw' Will I be notified?

You will be eligible for the Campaign if you complete the [steps to participate](#). You will only be notified by SingSaver if you are a winner in the Campaign. Winners will be announced on SingSaver's blog page (<https://www.singsaver.com.sg/blog/giveaway-and-competition-winners>) by 12 Nov 2024

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 might not be attributed to SingSaver.

2. Rewards Redemption Form Submission

Ensure that you have completed the Rewards Redemption Form accurately and within 14 days from your application.

3. Met all promotion criteria

Ensure you have activated your product or completed any other required promotion criteria required. Please refer to our promotion terms and conditions for more details on each product's requirements.

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 [SingSaver site](#) and Partners of SingSaver will be eligible for a reward
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

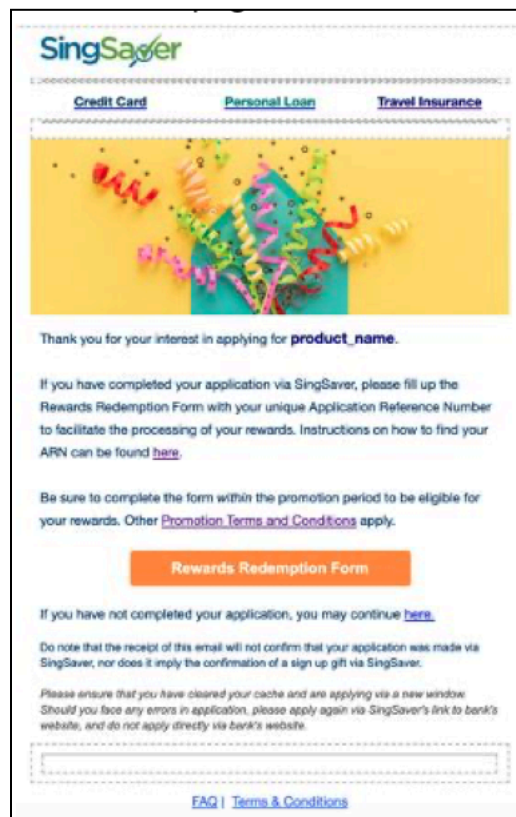
I have followed all the necessary steps but my application was not eligible for the SingSaver reward. What should I do?

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:

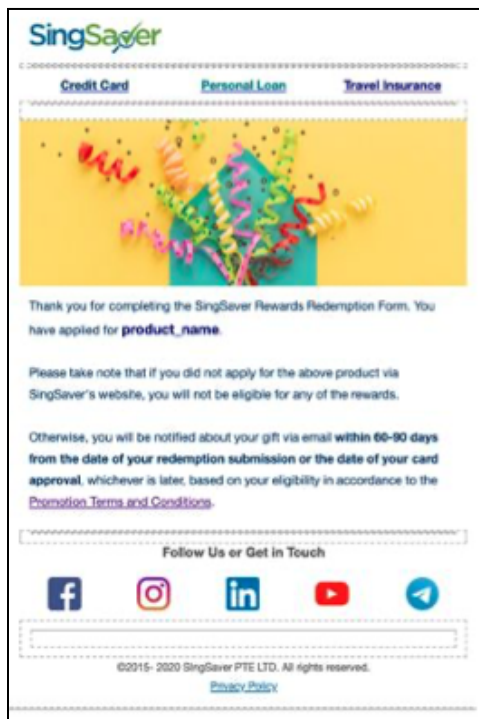
- **Rewards Redemption Email**

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.

[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?](#)

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](#)

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 bonus reward and promotional gift?

Eligible customers will be notified of their bonus reward (Voucher or Max Miles) and 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.

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](#).

Important Note: We expect an overwhelming response and as such, rewards may have a longer fulfillment time. However, please be assured that we are committed to making every effort to deliver rewards as per the stipulated timelines.

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 [Terms & Conditions](#).

How will the winners be selected?

The Winners of the “**Team Cashback vs Team Airmiles Lucky Draw**” promotion will be determined after the end of the Promotion Period by SingSaver in the presence of external auditors on 4 Nov 2024 at the SingSaver office located at 70 Shenton Way, #18-15, Eon Shenton, Singapore 079118, at 3pm.

Max Miles or Voucher rewards will be awarded to users who are new-to-card customers and fulfill the respective criteria for the eligible card applied for (please refer to the [SingSaver Credit Card Rewards Promotion Terms and Conditions](#) for details). For the avoidance of doubt, Max Miles or Vouchers awarded pursuant to this promotion are in addition to any rewards that a user may receive through different SingSaver promotions in respect of the same application for an eligible card.

Scenario	Example*
<p>1. Rewards are based on the first card a user has applied & met the eligibility requirements for.</p> <p>If a user has applied for 2 cards from the same bank, their reward will be based on the first card applied for.</p>	<p>Person A applied for a Citi PremierMiles Card followed by a Citi Rewards Card.</p> <p>A total of 2 points will be awarded to Team Airmiles, provided that the eligibility criteria for each card is fulfilled.</p> <p>If Team Airmiles wins, and Person A meets the card eligibility requirements for both cards, Person A will receive a reward in respect of the Citi PremierMiles Card of +10,000 Max Miles only.</p>
<p>2. Users may apply for cards under both Team Cashback and Team Airmiles, but will only receive rewards in respect of the first card that is part of the Winning Team, provided the user meets the eligibility requirements of that card.</p>	<p>Scenario A</p> <p>Person B applied for a Citi PremierMiles Card, followed by a DBS Yuu Card.</p> <p>1 point will be awarded to Team Airmiles, and 1 point will be awarded to Team Cashback, provided that the eligibility criteria for each card is fulfilled.</p> <p>If Team Cashback wins, and Person B meets the DBS Yuu Card eligibility requirements, Person B</p>

	<p>will receive a reward in respect of the DBS Yuu Card of a +S\$30 Voucher only.</p> <p>Scenario B Person C applied for a Citi PremierMiles Card, followed by a Citi Cash Back+ Card.</p> <p>1 point will be awarded to Team Airmiles and 1 point will be awarded to Team Cashback, provided that the eligibility criteria for each card is fulfilled.</p> <p>If Team Cashback wins, and Person C was approved for both the Citi PremierMiles & Citi Cash Back+ Card, Person C will not receive a bonus reward in respect of the Citi Cash Back+ Card, as Person C will not be considered new-to-card for the Citi Cashback+ Card. Person C will receive a reward in respect of the Citi PremierMiles Card of +10,000 Max Miles only.</p>
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* References to applications are to be construed as submissions of the SingSaver Rewards Redemption Form. If multiple cards are applied for, determination of the order in which the cards were applied for will be based solely on when the SingSaver Rewards Redemption Form was submitted, according to SingSaver's internal records.

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

The Winners of the **"Team Cashback vs Team Airmiles Lucky Draw"** will be announced on SingSaver's blog page (<https://www.singsaver.com.sg/blog/giveaway-and-competition-winners>) by 12 Nov 2024. Winners will also 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.

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.