

SingSaver Exclusive: 'Jet Set Go' 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 Jet Set Go badge or is listed on the promotion page between 18 July - 7 August 2023, 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 **Credit Card** applications:

- ◆ The application between **18 July - 31 July 2023** for the Eligible Product (credit card) applied for must be activated on or before 31 August 2023.
- ◆ The application between **1 August - 7 August 2023** for the Eligible Product (credit card) applied for must be activated on or before 6 September 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.
 - **CIMB:**
Eligible Customers are required to spend a minimum of S\$988 in Qualifying Spending within 60 days of card approval.
 - **HSBC:**
No minimum spends required. Eligible customers must be approved and activated. Screenshots of approval must be sent to info@singsaver.com.sg. Ensure card approval within 1 calendar month of the account approval date and no later than 31 August 2023.
 - **Maybank:**
No minimum spends required. Eligible Customers cards must be approved and activated.

- **Standard Chartered:**

For Standard Chartered Simply Cash 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.

For Standard Chartered Smart Credit Card, Standard Chartered Rewards+ Credit Card & Standard Chartered Journey Credit Card, no minimum spending requirement required. Eligible Customers cards must be approved and activated.

- **UOB:**

For UOB Absolute Cashback Card, UOB ONE Card, UOB EVOL Card & UOB Lady's Card eligible Customers are required to spend a minimum of S\$100 in Qualifying Spending during 2 consecutive 30-day periods from the card approval date.

For UOB PRVI MILES Amex 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 during 2 consecutive 30-day periods from the card approval date plus first year annual fee.

Krisflyer UOB Credit Card Eligible Customers are required to spend a minimum of S\$2,000 in Qualifying Spending within 60 days of card approval.

- **OCBC:**

For OCBC 365 Credit Card, OCBC 90°N Visa Card, OCBC 90°N Mastercard, OCBC Titanium Rewards Credit Card, eligible Customers are required to forward their card approval email, using the same email they used to submit a rewards form to: info@singsaver.com.sg

For OCBC 365 Credit Card, OCBC 90°N Visa Card, OCBC 90°N Mastercard, OCBC Titanium Rewards Credit Card, eligible Customers who opted for the \$200 cashback are required to forward their card approval email to SingSaver at info@singsaver.com.sg.

For OCBC Frank Credit Card, Customers are required forward their card approval email, using the same email they used to submit a rewards form to: info@singsaver.com.sg

→ For **Personal Loan** products

- ◆ The application between **18 July - 31 July 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 installment payment and receipt of the loan in the Eligible Customer's account on or before the Eligible Product Approval Date or before 31 August

2023.

- ◆ The application between **1 August - 7 August 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 installment payment and receipt of the loan in the Eligible Customer's account on or before the Eligible Product Approval Date or before 6 September 2023.

→ For **Savings products**

- ◆ For application from **18 July - 31st July** the Eligible Customer must deposit the minimum required sum into the opened account on or before the following dates:
 - Citi Plus: on or before 31 July 2023 and approved before 31 Aug 2023.
- ◆ For application from **1 August - 7 August 2023** the Eligible Customer must deposit the minimum required sum into the opened account on or before the following dates:
 - Citi Plus: on or before 7 Aug 2023 and approved before 6 Sep 2023

→ For **Priority banking products**

- ◆ For applications from **18 July - 31st July** the Eligible Customer must deposit the minimum required sum into the opened account on or before the following dates:
 - Citigold: on or before **30 September 2023**
 - HSBC Everyday Global Account (Premier): on or before **15 August 2023**
- ◆ For applications from **1 August - 7 August 2023** the Eligible Customer must deposit the minimum required sum into the opened account on or before the following dates:
 - Citigold: on or before **31 October 2023**
 - HSBC Everyday Global Account (Premier) on or before **15 September 2023**

→ For **Brokerage products**

- ◆ The Eligible Product (Online Investment Brokerage Accounts) must be successfully applied for, opened and funded within the following periods:
 - moomoo: Open a moomoo universal account & fund a min. of S\$100 as a single initial deposit into the account within 30 days of account

opening.

- Tiger Brokers: Open a Tiger Brokers account & fund any amount into the account within 30 days of account opening.

→ 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.

Step 5 Receive notification of your BAU reward from December 2023 onwards.

Step 6 SingSaver will conduct a lucky draw to select Thirteen (13) lucky draw winners. Lucky Draw will take place on 29 February 2024. Winners will be announced on SingSaver's blog page (<https://www.singsaver.com.sg/blog/giveaway-and-competition-winners>) by 30 March 2023. Winners will also be contacted via email within 1 week after the date of the Lucky Draw.

Refer here for Jet Set Go Terms and Conditions

Table 1: Important dates

Eligible Date of Application Submission	18 July - 31 July 2023	1 August - 7 August 2023
Eligible Date of Redemption Form Submission	18 July - 21 August 2023	1 August - 4 September 2023
For Credit Cards Only	The Eligible Product (credit card) applied for must be activated on or before 31 August 2023	The Eligible Product (credit card) applied for must be activated on or before 6 September 2023
For Personal Loans Only	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 receipt of the loan in the Eligible Customer's account on or before the Eligible	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 payments and receipt of the loan in the Eligible Customer's account on or before the

	Product Approval date or before 31 Aug 2023, whichever is earlier.	Eligible Product Approval Date or before 6 Sep 2023, whichever is earlier.
For Savings Account Only	<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>Citi Plus: Open a Citi Plus account on or before 31 July 2023 and approved before 31 Aug 2023.</p>	<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>Citi Plus: Open a Citi Plus account on or before 7 Aug 2023 and approved before 6 Sep 2023.</p>
For Priority Banking Only	<p>The Eligible Customer must deposit the minimum required sum into the opened account on or before the following dates:</p> <p>Citigold: on or before 30 September 2023</p> <p>HSBC Everyday Global Account (Premier): on or before 15 Aug 2023.</p>	<p>The Eligible Customer must deposit the minimum required sum into the opened account on or before the following dates:</p> <p>Citigold: on or before 31 October 2023</p> <p>HSBC Everyday Global Account (Premier): on or before 15 Sep 2023.</p>
For Brokerage Accounts Only	<p>The Eligible Product (Online Investment Brokerage Accounts) must be successfully applied for, opened and funded within the product's respective periods.</p> <p>moomoo: Open a moomoo universal account & fund a min. of S\$100 as a single initial deposit into the account within 30 days of account opening.</p> <p>Tiger Brokers: Open a Tiger Brokers account & fund any amount into the account within 30 days of account opening.</p>	
For Insurance Only	<p>Purchased insurance product must not be cancelled & must be valid at the time of the lucky draw and Lucky Draw Gift redemption.</p>	

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 30th March 2024. 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 'Jet Set Go' badge ([what is this?](#)) or is listed on the promotion page between 18 July - 7 August 2023, both days inclusive.

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 'Jet Set Go' badge ([what is this?](#)) if it is listed elsewhere on SingSaver.

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

What is the promotional gift?

Each customer who fulfills the conditions are to receive up to three (3) entries into the Lucky Draw to receive one of the following Lucky Draw Gifts, as detailed below.

- a. 1 Winner will receive a pair of Business Class round-trip tickets to Anywhere (worth up to S\$10,000 in total) ("Grand Prize");
- b. 2 Winners will receive an iPhone 14 Pro Max 128GB (worth S\$1,815.80 each);

- c. 2 Winners will receive a Macbook Air 13' M2 Chip 256GB (worth S\$1,599 each);
- d. 2 Winners will receive an Apple Watch Ultra GPS + Cellular, 49mm (worth S\$1,210.20 each);
- e. 2 Winners will receive a Sony WH-1000XM5 Wireless Noise Cancelling Headphones (worth S\$575 each);
- f. 2 Winner will receive an Insta360 GO 3 (worth \$589 each); and
- g. 2 Winner will receive a Dyson Corrale (worth \$749 each);

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/jetsetgo-tncs> for more details.

What is the 'Jet Set Go' Deals badge?

A 'Jet Set Go' Deal badge indicates that the product is participating in our Jet Set Go Promotion. Here is an example of what this badge would look like:



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 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

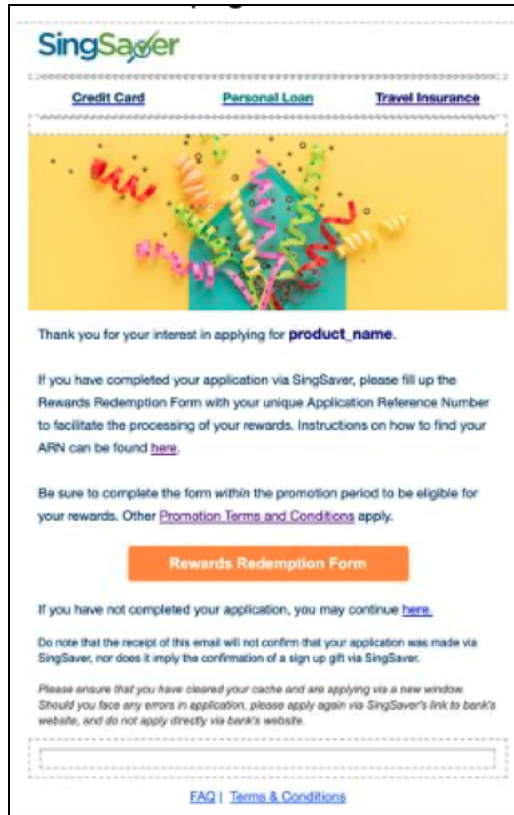
I have followed all the necessary steps but my application was not eligible for the SingSaver reward. What should I do?

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:

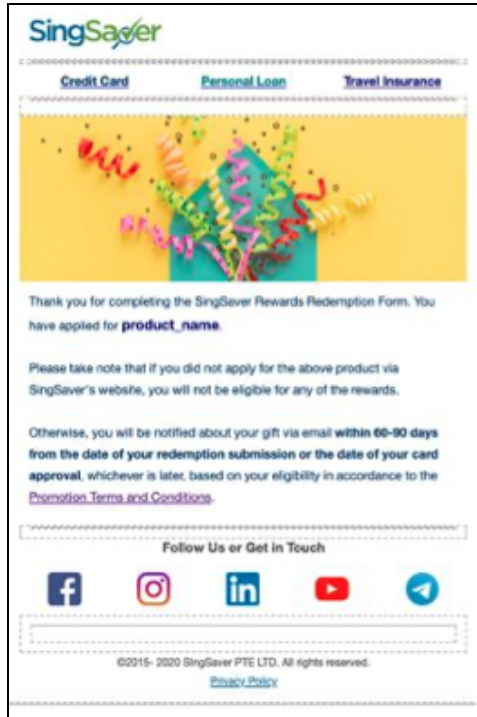
- **Rewards Redemption Email**

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



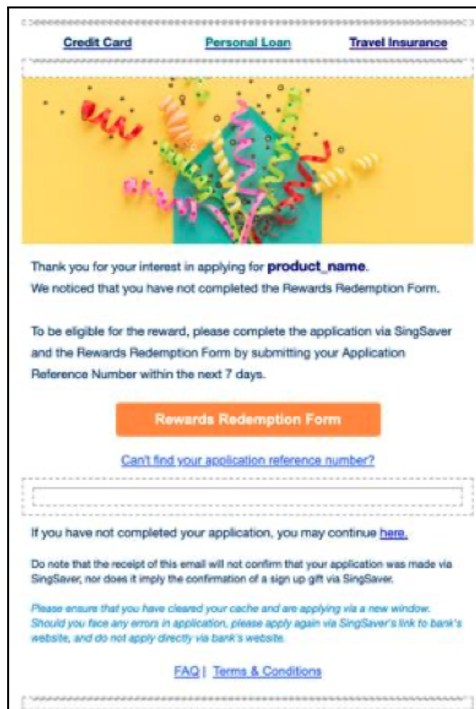
- **Confirmation of receipt of a successfully submitted Rewards Redemption Form.**

This is an email automatically triggered when an applicant successfully submits their Rewards Redemption Form.



- **Rewards redemption reminder email**

This is an email automatically triggered when an applicant fails to submit their Rewards Redemption Form, and is triggered to all applicants who have submitted an email address to SingSaver.



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

You may refer to this article for more details: [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 29 February 2024. All-Winners will be announced on SingSaver's [contest winner's page](#) by 30th March 2024.

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/jetsetgo-tncs>.

How will lucky draw winners be selected?

Winners will be drawn randomly at the SingSaver office located at 70 Shenton Way, Eon Shenton #18-09, Singapore 079118.

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 30th March 2024.

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.