

# SingSaver Exclusive: March Madness Deals FAQ

<b>How Does This Promotion Work?</b>	<b>2</b>
What must I do to be eligible for the promotion?	2
Refer here for March Madness Terms and Conditions	3
Table 1: Important dates	3
For more details, please refer to our promotion terms and conditions.	4
Can I get more than 1 lucky draw gift?	4
How do I know if I am eligible for the lucky draw? Will I be notified?	4
Can I apply for a product not listed on the page to participate in this promotion?	4
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?	5
What is the promotional gift?	5
What is the March Madness Deals badge?	5
<b>About Application</b>	<b>6</b>
What are the important steps to ensure my eligibility for a SingSaver reward?	6
<b>About Rewards Redemption</b>	<b>6</b>
What if I submitted the wrong Application Reference Number or provided the wrong information in the Reward Redemption Form?	6
What if I did not receive the Rewards Redemption Email?	7
Where do I find my application number/policy number?	8
<b>About Approval</b>	<b>8</b>
I have followed all the necessary steps but my application was not eligible for the SingSaver reward. What should I do?	8
<b>About Lucky Draw and Rewards</b>	<b>11</b>
When will I receive my promotional gift?	11
I have not received my reward, what should I do?	12
I applied for a product but it was rejected. Will I get any gifts?	12
How will lucky draw winners be selected?	13
How do I know if I have won in the lucky draw? When will I be notified?	13
How will the gift delivery be arranged?	13

# How Does This Promotion Work?

## What must I do to be eligible for the promotion?

- Step 1** Apply for any product on SingSaver which has the March Madness badge or is listed on the promotion page between 21 March 2022 and 31 March 2022, both days inclusive. Promotion page: <http://www.singsaver.com.sg/> or <https://promotions.singsaver.com.sg/march-madness> during the Promotion Period
- Step 2** Submit your email address to receive our Rewards Redemption Form via email and complete the product application.
- Step 3** Complete your Rewards Redemption Form accurately within the first 14 days after applying for an eligible product. The link to the Rewards Redemption Form will be sent to your registered email address. To securely complete your Rewards Redemption Form, you will be required to create a SingSaver account.

### [What if I did not receive the Rewards Redemption Email?](#)

- Step 4** Lucky Draw Gift:
- For **insurance** products
    - ◆ Payment must be successfully made by the date stated in [Table 1](#) below.
  - For **personal loan** products
    - ◆ Application approved by the issuing entity, followed by the complete payment of the processing fee and/or instalment payment and receipt of the loan in their account on or before the Eligible Date of Approval as specified in [Table 1](#) below.
  - For **credit card** applications
    - ◆ Citi products - 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 products - Eligible Customers are required to spend a minimum of S\$350 (using either the physical or digital version of the Credit Card) in Qualifying Spending within a 30-day period from the account opening date and in any event no later than 14 May 2022.
    - ◆ HSBC products - Eligible Customers are required to spend a minimum of

S\$500 in Qualifying Spending by the end of the following calendar month after the date on which the card account is opened.

- ◆ AMEX products - Eligible Customers are required to spend a minimum of S\$500 Qualifying Spending within the first (1) month of Card approval.
- ◆ CIMB products - Eligible Customers are required to spend a minimum of S\$500 within 30 days after activation of the credit card and another S\$500 during the subsequent 30 days, where all amounts count as Qualifying Spending
- ◆ UOB products - Have your application approved by the Card Provider by 30 Apr 2022.

**Step 5** Receive notification of your BAU reward from 31 July 2022 onwards.

**Step 6** SingSaver will conduct a lucky draw to select fifteen (15) lucky draw winners. Winners will be announced on SingSaver's blog page (<https://www.singsaver.com.sg/blog/giveaway-and-competition-winners>) by 5 August 2022. Winners will also be contacted via email within 1 week after the date of the Lucky Draw.

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

Table 1: Important dates

<b>Eligible Date of Application Submission</b>	21 Mar 2022 to 31 Mar 2022
<b>Eligible Date of Redemption Form Submission</b>	21 Mar 2022 to 15 Apr 2022
<b>For Credit Cards Only</b>	The Eligible Product (credit card) applied for must be activated on or before 30 Apr 2022.
<b>For Personal Loans Only</b>	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 Apr 2022.

<b>For Priority Banking Only</b>	<p>The Eligible Customer must deposit the minimum required sum into the opened account on or before the following dates:</p> <p>Cltigold: on or before 31 May 2022</p> <p>HSBC Everyday Global Account (Premier): on or before 15 Apr 2022</p>
<b>For Insurance Only</b>	<p>Purchased insurance product must not be cancelled &amp; must be valid at the time of the lucky draw and Lucky Draw Gift redemption</p>

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

## Can I get more than 1 lucky draw gift?

No, each eligible participant will only be able to win in the lucky draw once.

## How do I know if I am eligible for the lucky draw? Will I be notified?

You will be eligible for the 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 5 Aug 2022. 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 March Madness badge ([what is this?](#)) or is listed on the promotion page between 21 March 2022 to 31 March 2022, both days inclusive.

Promotion page: <https://promotions.singsaver.com.sg/march-madness>

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

Yes, you can. The product listing should have the March Madness badge ([what is this?](#)) if it is listed elsewhere on SingSaver.

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

## **What is the promotional gift?**

Each customer to receive the sign up gift and one (1) entry into the Lucky Draw to receive one of the following Lucky Draw Gifts, as detailed below.

- a. 3 Winners will receive an iPhone 13 Pro Max (worth S\$1,799);
- b. 3 Winners will receive a MacBook Air 512GB 13" (worth S\$1,799);
- c. 3 Winners will receive a Sofitel Sentosa Resort & Spa Prestige Suite (3D2N) (worth S\$2,400++);
- d. 3 Winners will receive a S\$500 Marina Bay Sands Gift Voucher; and
- e. 3 Winners will receive a S\$200 Capitaland Gift Voucher.

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/marchmadness-tncs> for more details.

## What is the March Madness Deals badge?

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



## About Application

### What are the important steps to ensure my eligibility for a SingSaver reward?

Some important things to take note are:

1. Ensure that the application is made via SingSaver  
This means that you must click on an 'Apply Now' link via a SingSaver website or any or SingSaver marketing communications, and you should see SingSaver offers listed on the site. If the last click before landing on the product application page did not come from SingSaver, your application may not be attributed to SingSaver
2. Ensure that you have completed the Rewards Redemption Form accurately, correctly, and within 14 days
3. Ensure you have activated your product or completed any other required promotion criteria, Please refer to our promotion terms and conditions for more details

You may find out more here: [What are the important steps to ensure my eligibility for a SingSaver reward?](#)

## 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](mailto:no-reply@singsaver.com.sg) and [info@singsaver.com.sg](mailto:info@singsaver.com.sg) to your "Safe Sender" list or Primary mail folder to ensure you receive all communications from us.
2. "Skip Rewards" button may have been clicked and did not input your email address  
In such instances, we regret to inform you that you will not be eligible for the lucky draw contest gift.
3. The application was made on a different website  
If this happens, we regret to inform you that only applications made via the following promotion sites will be eligible for a reward:  
<https://promotions.singsaver.com.sg/march-madness> or <http://www.singsaver.com.sg/>
4. A different email address was input on the rewards registration page (sample below)  
In this case, please check that email address for your Rewards Redemption Email.
5. You were unable to submit your email address on the rewards registration page  
If this happens, please contact us at [info@singsaver.com.sg](mailto:info@singsaver.com.sg) immediately with the following details:

- Product applied for:
- Email used for product application:
- Application Reference Number:
- Date of Application:
- Approval date of product:

Rewards registration page:

SingSaver.com.sg Skip reward >

**Register for your reward before you go!**

You are applying for the Standard Chartered Unlimited Cashback Credit Card

**Get up to \$200 cash and cashback**

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

Enter your email and complete the application thereafter.

Provide your email address to receive your redemption instructions.

e.g. chantalmand@gmail.com

Confirm

By clicking Confirm you agree and consent to SingSaver's [Terms & Conditions](#) and [Privacy Policy](#)

## Where do I find my application number/policy number?

Here's [how to find your application reference number](#).

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

## About Approval

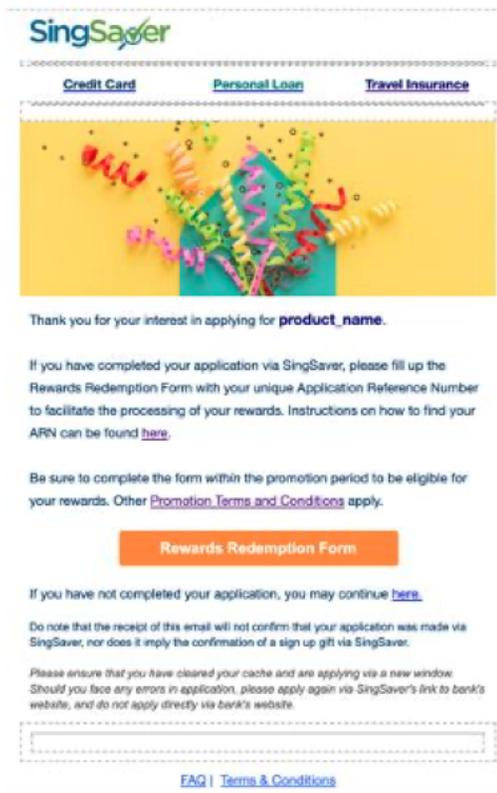
### I have followed all the necessary steps but my application was not eligible for the SingSaver reward. What should I do?

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:

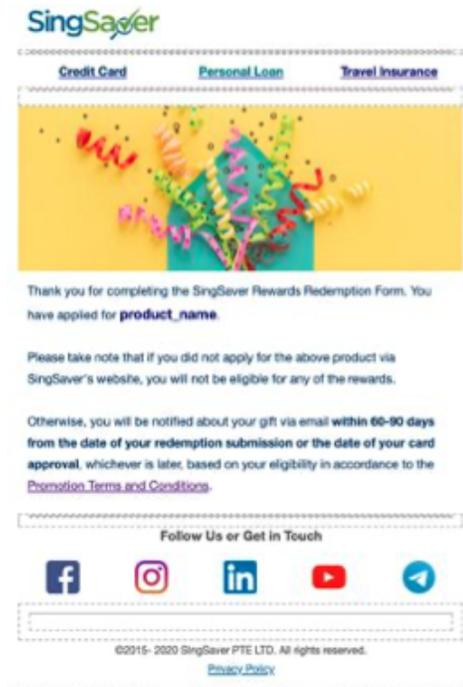
- **Rewards Redemption Email**

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



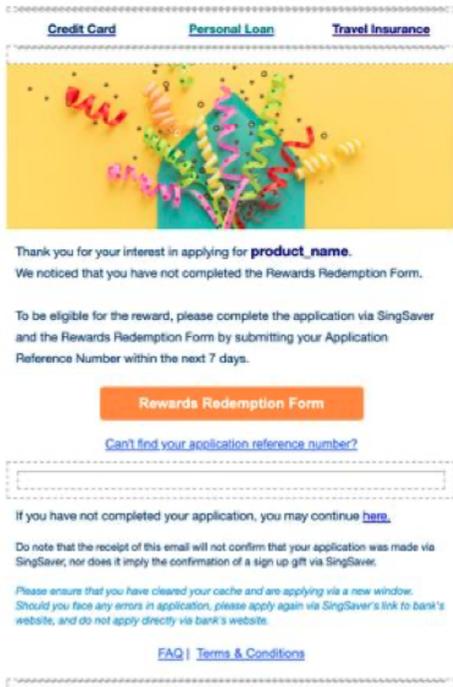
- **Confirmation of receipt of a successfully submitted Rewards Redemption Form.**

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 July 2022. All-Winners will be announced on SingSaver's [contest winner's page](#) by 5 August 2022.

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](mailto: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](mailto: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: [I have not received my reward, what should I do?](#)

**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, at 12 pm, on 29 July 2022.

## 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](mailto:no-reply@singsaver.com.sg) and [info@singsaver.com.sg](mailto: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 5 August 2022.

## How will the gift delivery be arranged?

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