

SingSaver Exclusive: 'HSBC Fortune Lucky Draw' 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 'Fortune Lucky Draw' countdown timer or is listed on the promotion page between 4 January 2023 - 31 January 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 **HSBC credit card** applications:
The application between 4 January 2023 to 31 January 2023 for the Eligible Product (credit card) applied for must be approved by HSBC (Singapore) and approval must be final and unconditional.
 - ◆ Eligible Customers are required to spend a minimum of S\$800 in Qualifying Spending **by end of the following calendar month from the card account opening date or 31 March 2023, whichever is earlier**
 - For **HSBC Everyday Global Account** applications:
The application for the Eligible Product must be successfully opened and approved by HSBC (Singapore) **by 14 February**, where such approval is final and unconditional.
 - For **HSBC Investment Account** applications:
The application for the **HSBC Everyday Global Account** must be successfully opened and approved by HSBC (Singapore) and perform a minimum of one (1) trade **by 28 February 2023**.
- Step 5** Receive notification of your reward eligibility.
- Step 6** SingSaver will conduct a lucky draw to select Thirty-one (31) lucky draw winners. Winners will be announced on SingSaver's blog page

(<https://www.singsaver.com.sg/blog/giveaway-and-competition-winners>) by **3 May 2023**.
Winners will also be contacted via email within 1 week after the date of the Lucky Draw (2 May 2023).

Refer [here](#) for 'HSBC Fortune Lucky' Terms and Conditions

Table 1: Important dates

Eligible Date of Application Submission	4 January 2023 to 31 January 2023	
Eligible Date of Redemption Form Submission	4 January 2023 to 14 February 2023	
For Credit Cards Only	4 Jan 2023 to 31 Jan 2023	The Eligible Product (credit card) applied for must be approved by HSBC (Singapore) and make a minimum spend of S\$800 (on either the physical or digital version of the Credit Card) by end of the following calendar month from the card account opening date or 31 March 2023, whichever is earlier
For Savings Account Only	4 Jan 2023 to 31 Jan 2023	The application for the Eligible Product must be successfully opened and approved by HSBC (Singapore) by 14 February , where such approval is final and unconditional.

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 **3 May 2023**. Winners will also be contacted via email within 1 week after the date of the Lucky Draw (2 May 2023).

What is the promotional gift?

Each customer receives the sign up gift and up to eighty (80) 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 round trip tickets to Seoul (worth \$2,400)^;
- b. 1 Winner will receive a Xiaomi TV P1E 65" (worth \$1,299);
- c. 1 Winner will receive a Sony PlayStation 5 Disc Version (worth \$799);
- d. 3 Winners will receive a iPad 10th Gen 64 GB (worth \$679 each);
- e. 5 Winners will receive a Dyson Airwrap Gen 1 (worth \$849 each);
- f. 20 Winners will receive a Nintendo Switch (worth \$469 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/sshsbc-fortuneluckydraw-tncs> for more details.

^Direct flight from SG to Seoul, Incheon Airport. The Winner will be provided with additional details following the date of the lucky draw.

Booking period: 3 May - 31 July 2023

Flight tickets which remain unclaimed by 31 July 2023 will be forfeited.

Travel period: 1 June 2023 to 31 December 2023, except blackout dates (2-3 June 2023, 9-10 August 2023, 11-13 November 2023, 21-31 Dec 2023). Subject to airline and air ticket Terms and Conditions.

What is the Fortune Lucky Draw' countdown timer?

A 'Fortune Lucky Draw' countdown timer indicates that the product is participating in our HSBC Fortune Lucky Draw 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 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

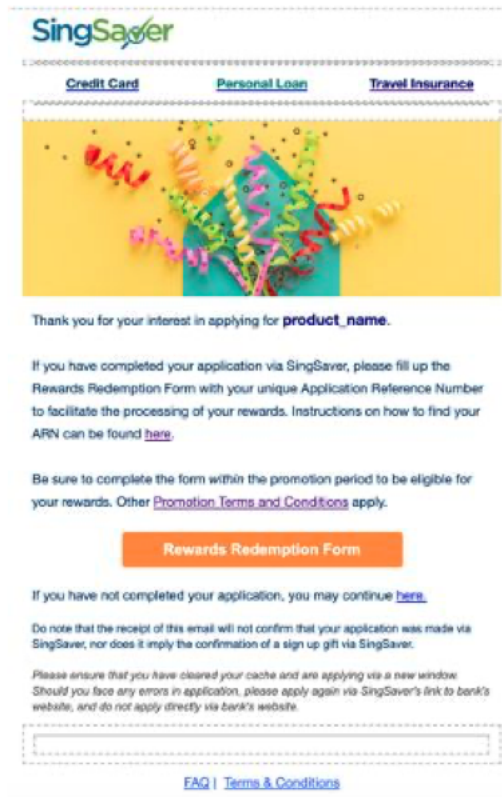
I have followed all the necessary steps but my application was not eligible for the SingSaver reward. What should I do?

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:

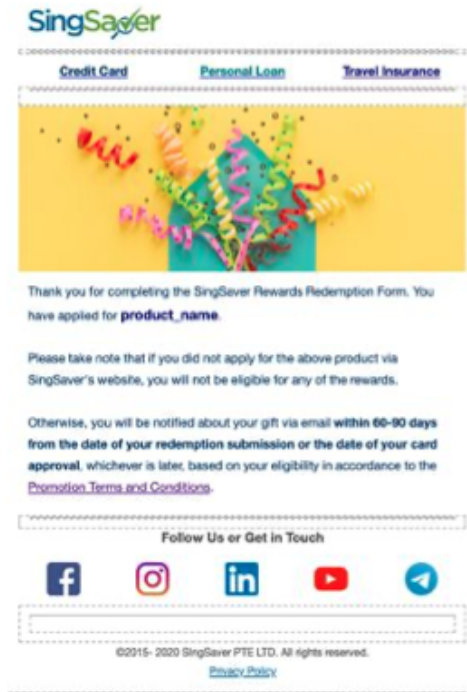
- **Rewards Redemption Email**

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



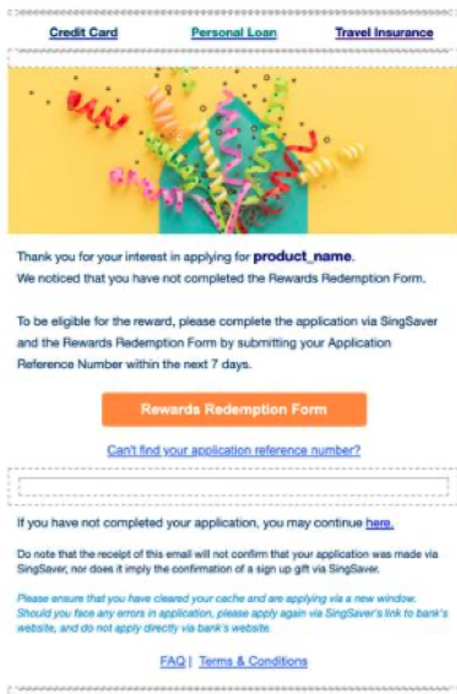
- **Confirmation of receipt of a successfully submitted Rewards Redemption Form.**

This is an email automatically triggered when an applicant successfully submits 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 **2 May 2023**. All-Winners will be announced on SingSaver's [contest winner's page](#) by **3 May 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 EON Shenton, 70 Shenton Way, #18-15, Singapore 079118, on **2 May 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 **3 May 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.