



SingSaver CNY 2020 Mega Rewards FAQ

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How Does This Promotion Work?

Be the first 108 applicants to apply via our campaign page, complete the Rewards Redemption Form and be approved by the provider by 31 January 2020; and stand to win the respective Promo Prize.

Step 1: Apply for a product on the promotion’s page only on 15 January 2020 starting from 09:00AM to 11:59PM [here](#).

Step 2: Be the first 108 approved applicants (see table below) to complete your Rewards Redemption Form accurately (link will be sent to your email) within the promotion date and time

Step 3: Get your product application approved by 31 January 2020

Step 4: Receive notification of your approval reward from 25 February 2020

Eligible Products	First 58 approved CC applications (Promo Prize)	59th approved applications onwards (BAU Reward)	
Credit Cards	NTC & ECM	New Customer	Existing Customer
Citi Cashback Credit Card	S\$288	S\$250 PayNow	S\$30 PayNow
Citi PremierMiles Visa Card		S\$250 PayNow	S\$30 PayNow
Standard Chartered Unlimited Card		S\$170 PayNow (Next Day)	S\$50 PayNow (Next Day)
Standard Chartered Rewards+ Card		S\$170 PayNow (Next Day)	S\$50 PayNow (Next Day)
	First 50 approved TI applications (Promo Prize)	51st approved TI applications onwards (BAU Reward)	
Travel Insurance Policies	NTC & ECM	New Customer	Existing Customer
AXA		S\$8 PayNow	



Allianz Travel	S\$28	S\$5 PayNow
Allied World		S\$5 PayNow
Etiqa		S\$5 PayNow

*Table 1: SingSaver CNY 2020 Mega Rewards Promotion prizes & rewards.
All cash via PayNow.*

How To Be Eligible

Can I apply for a product not listed on the page?

Unfortunately no. Only products listed on the promotion page ([here](#)) will be eligible for this CNY promotion.

Alternatively, do visit www.singsaver.com.sg for other products. Please note that the offer might differ from what's listed on the promotion website.

If I submitted my Application Reference Number to SingSaver within 3 days, will I still stand to win?

We encourage participants to complete their Rewards Redemption Form as early as possible. Only the first 108 completed Rewards Redemption Forms with valid and accurate information who are approved by the bank/provider, and fulfills the [terms and conditions](#), will be eligible to win the applicable reward for that day.

What if I made an application on the previous day, will I still be eligible?

Your application would not be eligible for the promotion as we will only take applications made on the same day during the promotion period. Application process starts from the time the applicant clicks the "Apply Now" button on SingSaver campaign page.

Some examples of non-eligibility include:

- Applied for product on previous day: Not eligible
- Applied for a product **before promotion date or time** but submitted email and Rewards Redemption Form within the promotion date and time: Not eligible.
- Submitted email to SingSaver and applied for a product within the promotion period, but is not the first 108 to complete submission of the Rewards Redemption Form: Not eligible

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

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

I am an existing cardholder/customer. Will I be eligible for the Promo Prize cash?

Yes, you will be eligible for the CNY 2020 Mega Rewards Promo Prize as long as you are one of the first 108 successful applicants with completed Reward Redemption Forms, who fulfills the terms and conditions of this promotion.

Please refer to the [Terms and Conditions of this promotion](#) for more details.

Can I cancel an application and re-apply the next day?

As the CNY 2020 Mega Rewards Promotion only lasts for 1 day, any reapplication the following day will not be eligible for any rewards on the CNY 2020 Mega Rewards Promotion. Please refer to the [Terms and Conditions of this promotion](#) for more details.

Can I apply for more than 1 product and get more than 1 Promo Prize if I am approved for both products?

Yes, you may be able to receive more than 1 Promo Prize if you have applied for products from different categories based on [Table 1](#). You will not be applicable to win multiple promo prizes for the same category

For example: You cannot win 2 credit card promo prizes or 2 travel insurance promo prizes. You can however win 1 credit card promo prize and 1 travel insurance promo prize if you are amongst the first 108.

What do I get if I apply for 2 credit cards?

For your second card's successful application, you will only be eligible for the BAU Reward of the respective card (see [Table 1](#)), even if both applications are amongst the first 58 completed Rewards Redemption Form applicants in each category, who are approved by the provider.

Please refer to the [Terms and Conditions of this promotion](#) for more details.

How do I know if I am qualified for the Promo Prize?

All winners will be contacted via email by 15 March 2020. Winners will also be announced on SingSaver's blog page at <https://www.singsaver.com.sg/blog//2020-cny-mega-rewards> by 20 April 2020.

How does SingSaver select the eligible applicants for the Reward?

All applicants will be sorted by:

1. Product category
2. Time the Rewards Redemption Form is started
3. Time the Rewards Redemption Form is completed

The first 108 applicants that are eligible based on the promotion terms and conditions will then be selected as the winners of the Promo Prize. Please note that an invalid application reference number or incorrect format will negatively affect the completion time of the Rewards Redemption Form.

- [How to find your application reference number and common application reference number formats](#)
- [How to find your insurance policy number and common insurance policy number formats](#)

For example:

If you are the 59th credit card applicant who completed the Rewards Redemption Form and have met the promotion's [terms and conditions](#):

- **Scenario 1:** The first 58 who completed the Rewards Redemption Form are all approved by the bank, you would therefore not be eligible for the Promo Prize.



- **Scenario 2:** Out of the first 58 who completed the Reward Redemption Form, 5 were not approved, and if you as the 59th applicant who completed the Rewards Redemption Form, have been approved by the bank, you would be eligible for the Promo Prize.

Please note that product approval is based on the respective product partners' concurrence that you are eligible for SingSaver's rewards as per the [Promotion Terms and Conditions](#).

If I applied for a product from SingSaver's page, but it was not from the campaign page, can I still be part of the CNY Promotion?

Only products signed up through the campaign promotion page [here](#) during the promotion period will be eligible to participate in this Flash Sale.

I applied for a credit card but it was rejected. Will I get any gifts?

If your application was rejected, you will not be eligible to receive the reward as that is dependent on your product approval.

Please see our [Promotion Terms and Conditions](#) for more details.

About Application

What if I did not receive the Rewards Redemption Email?

In order to receive the Rewards Redemption Email, the online application has to be completed through SingSaver. When clicking on “Apply Now” for the product you are interested in, you will be prompted to enter and submit your email address before proceeding with the product application on the provider’s website. Please ensure that you have not skipped this step of registering for rewards with your email address.

Following the online application for your card/ product, complete the SingSaver Rewards Redemption Form sent to you via your registered email address. Fill up this form with your card/ product application details complete with the accurate Application Reference Number (you may wish to refer to this article on [How To Find Your Application Reference Number and common Reference Number formats](#)).

Your application’s eligibility for SingSaver rewards are dependent on these main factors:

- Application through SingSaver, of any product eligible for the promotion within promotion period
- Your provision of accurate details via the Rewards Redemption Form (sent to your email address for the respective product) within the promotion period
- The respective bank partners’ concurrence that you are eligible for SingSaver rewards as per the [Promotion Terms and Conditions](#)

When the application is approved by the respective bank with the approved product being successfully activated by the applicant within 30 days; and the bank confirms the applicant’s eligibility to receive the Reward, SingSaver will then email the applicant with details on how to collect the Reward.

As emails are SingSaver’s primary method of communicating with you, please add us to your “Safe Sender” list or Primary mail folder to ensure you receive all communicate from us. For your reference, we have also prepared this [short video](#) about the Reward Redemption Process.

Where do I find my application number/policy number?

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

As a reference, here are some examples of reference numbers provided by our card issuing partners:

Credit Cards

Provider	Credit Card Application Number Formats
Citibank	12 digits (alphanumeric)
Standard Chartered Bank (SCB)	SGYYYYMMDDxxxxxx

“x” refers to a numeric character provided by the bank

Travel Insurance

Provider	Correct Policy Number Format	Additional Notes
AXA Insurance	GAxxxxxx	(6 numeric digits after "GA")
Allianz Travel	B2CSGxxxxxxxxxx	(10 numeric digits after "B2CSG")
Allied World	ZATRSBxxxxxxxxxx	(10 numeric digits after "ZATRSB")
Etiqa	TAxxxxxx	(6 numeric digits after "TA")

About Approval and Rewards

It has been more than 60 days since my application has been approved and I did not receive an email for the reward collection. What should I do?

First, you may check and confirm that the product you have applied for comes with a reward upon application. You can refer to [Terms and Conditions](#) on the eligible products for this promotion.

Second, check that you have completed the Rewards Redemption Form that was sent to your email and that it has been successfully submitted your application reference number/policy number. ([Here's how to find your application reference number](#)).

Third, check your spam or promotions mail - our email may have been wrongly classified into these folders. As emails are SingSaver's primary method of communicating with you, please add us (no-reply@singsaver.com.sg) to your "Safe Sender" list or move us to your Primary mail folder to ensure you receive all communications from us.

Do also check that you have successfully activated the card within 30 days of card approval.

If you have done all of the above and your question remains unanswered, please drop us an email with your application details below to info@singsaver.com.sg

Product applied for:

Name on 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:

Will I still receive the usual cash upon card application/approval if I sign up for this CNY promotion?

Eligible applicants will only be entitled to receive one (1) Reward and this promotion cannot be combined with other offers. This means that you will **either** receive the cash Promo Prize of either \$288 or \$28 (depending on your product) **or** the usual BAU Rewards. Promo Prizes and BAU Rewards are listed in [Table 1](#) above.

If I am the first 108 eligible applicants for CNY 2020 Mega Rewards and am also eligible for other campaign promotions which I applied for as well, which reward will I get?

If you are amongst the first 108 eligible applicants for the Promo Prize, and as all promotions cannot be combined with other offers, we will assign the higher value reward to your application (e.g.: \$288 cash), and your application would not be eligible for any other promotional offers.

Am I expecting the cash prizes from SingSaver or the respective participating banks?

This promotion is fully organised by SingSaver, not the participating banks. If you have any questions regarding rewards fulfillment, please write to us at info@singsaver.com.sg.