

Frequently Asked Questions

FOR “UOB DIGITAL BANKING ‘MARVEL’S AVENGERS: AGE OF ULTRON’ PROMOTION”

1. How do I qualify for the promotion?

1.1 The Customer must:

- a. have a United Overseas Bank Limited current or savings account(s) which is/are active, valid, subsisting, in good standing and is/are satisfactorily conducted.
- b. have successfully signed up for UOB Personal Internet Banking or UOB Mobile Services prior to or during the Promotional Period;
- c. register for the promotion by submitting the Online Registration Form on uob.com.sg/marvelsavengers following the respective submission timeline during the Promotional Period:

[Note: The Customer needs to submit the Online Registration Form only once during the Promotional Period]

Prizes	Promotional Month	Form Submission Timelines
Exclusive Tickets to MARVEL’S AVENGERS: THE AGE OF ULTRON	March	1 March 2015 – 31 March 2015 (dates inclusive)
Phone Speaker	April	1 March 2015 – 30 April 2015 (dates inclusive)
Digital Clock	May	1 March 2015 – 31 May 2015 (dates inclusive)
Power Bank	June	1 March 2015 – 30 June 2015 (dates inclusive)

[Note: The Customer needs to submit the Online Registration Form only once during the Promotional Period]

- d. perform the Qualifying Online Transactions.

1.2 The Customer will not be eligible for the promotion if:

- a. his/her UOB current or savings account(s) are not active, valid, subsisting or in good standing or
- b. his/her UOB Personal Internet Banking and UOB Mobile Services are terminated before/on 30 June 2015; or
- c. he/she is an employee directly involved in organizing and/or promoting this promotion or

- d. his/her NRIC or Passport number provided in the Online Registration Form is not the same as that in the Bank's record or
- e. he/she does not have a valid Singapore residential address in the Bank's record

2. How can I win the prizes?

- a. Customers who successfully submitted the Online Registration Form within March 2015 and are the first 400 registered customers who successfully performed at least three (3) of the Qualifying Online Transactions within the same month will receive One (1) pair of Exclusive Tickets to Marvel's Avengers: Age of Ultron. The list of Qualifying Online Transactions is stated below:
- b. Customers who successfully submitted the Online Registration Form within the respective Form Submission Timelines, and are the first 900 registered customers in each respective Promotional Month who successfully performed at least three (3) Qualifying Online Transactions will receive One (1) Phone Speaker, One (1) Digital Clock, One (1) Power Bank. The list of Qualifying Online Transactions is stated below:

Qualifying Online Criteria Transactions	
Funds Transfer to a New Funds Transfer Payee [^]	<ul style="list-style-type: none"> • Transaction must be performed via UOB Personal Internet Banking or UOB Mobile • Minimum amount for each funds transfer to a New Funds Transfer Payee[^] is S\$10 • The transaction amount must be successfully deducted from your UOB account during the relevant Promotional Month
Bill Payment to any New Billing Organisation*	<ul style="list-style-type: none"> • Transaction must be performed via UOB Personal Internet Banking or UOB Mobile • Minimum amount for each bill payment to a New Billing Organisation* is S\$10 • The transaction amount must be successfully deducted from your UOB account during the relevant Promotional Month
Telegraphic Transfer	<ul style="list-style-type: none"> • Transaction must be performed via UOB Personal Internet Banking or UOB Mobile • Minimum amount for each telegraphic transfer is S\$10 • The transaction amount must be successfully deducted from your UOB account during the relevant Promotional Month
Cashier's Order	<ul style="list-style-type: none"> • Transaction must be performed via UOB Personal Internet Banking • Minimum amount for each cashier's order is S\$10

	<ul style="list-style-type: none"> The transaction amount must be successfully deducted from your UOB account during the relevant Promotional Month
Demand Draft	<ul style="list-style-type: none"> Transaction must be performed via UOB Personal Internet Banking Minimum amount for each demand draft is S\$10 The transaction amount must be successfully deducted from your UOB account during the relevant Promotional Month
eNets Payment	<ul style="list-style-type: none"> Transaction must be performed via UOB Personal Internet Banking Minimum amount per transaction is S\$10 The transaction amount must be successfully deducted from your UOB account during the Promotional Month

^New funds transfer payee means a payee that has not received any funds transfer from the registered Customer since 1 Dec 2014. For the avoidance of doubt, only the first funds transfer made to the new funds transfer payee will qualify as one Qualifying Online Transaction for the Promotional Period. Subsequent funds transfers made to same payee do not qualify for this Promotion.

****New billing organization means a billing organization that has not received any bill payment from the registered Customer since 1 Dec 2014. For the avoidance of doubt, only the first bill payment made to the new billing organization will qualify as one Qualifying Online Transaction for the Promotional Period. Subsequent bill payments made to same organization do not qualify for this Promotion.***

3. What do I stand to win?

The Eligible Customer could win

- One (1) pair of Exclusive Tickets⁺ to MARVEL'S AVENGERS: AGE OF ULTRON
- One (1) Phone Speaker
- One (1) Digital Clock
- One (1) Power Bank

+ The Exclusive Preview of 'Marvel's Avengers: Age of Ultron' will be held tentatively on 21 April 2015, 6.30pm, at VivoCity Golden Village. The Event date, time and venue is correct at the time of update but they are subject to changes by the merchant. No alternative or replacement date and time will be given.

The respective Promotional Month to win each of the prizes is as follows:

Prize	Promotional Month:
Exclusive Tickets to MARVEL'S AVENGERS: AGE OF ULTRON	1 March 2015 – 31 March 2015 (dates inclusive)
Phone Speaker	1 April 2015 – 30 April 2015 (dates inclusive)

Digital Clock	1 May 2015 – 31 May 2015 (dates inclusive)
Power Bank	1 June 2015 – 30 June 2015 (dates inclusive)

4. How do I know if I have won the prize?

Winners of the respective prizes will receive their Prize(s) by post on or before the respective prize notification date stipulated in the table below (Singapore date).

Prize	Notification Date:
Exclusive Tickets to MARVEL'S AVENGERS: AGE OF ULTRON	17 April 2015
Phone Speaker	31 May 2015
Digital Clock	30 June 2015
Power Bank	31 July 2015

Notification Letter(s) will be mailed to the Winner's last known mailing address in Singapore as per the bank's record.

5. How do I update my address with UOB?

You can update your address via one of the following ways:

- Login to UOB Personal Internet Banking, click on Customer Service > Change of Address
- Visit any UOB branch
- Download the form available at http://www.uob.com.sg/assets/pdfs/personal/useful/Change_Address.pdf and submit the completed form to the stated address

6. I have forgotten my UOB Personal Internet Banking Username. What should I do?

If you have forgotten your Username, please call our 24-hour hotline 1800 222 2121 (or +65 6222 2121 when calling from overseas) for assistance.

7. I have forgotten my UOB Personal Internet Banking Password. What should I do?

You can replace your Password in one of the following ways:

- a. Visit any UOB Branch –
Simply approach any of our staff for assistance
- b. Perform a password change at any UOB ATM –
At the ATM, select Cashcard/Other Trans/NETS FlashPay > Other Transactions > Internet/Phone Banking/UOB Mobile > Internet Banking/UOB Mobile > Password Replacement
- c. Fill in a UOB Personal Internet Banking Form –
Print, complete and mail the UOB Personal Internet Banking – [Information Update Form](#) to us. Your new Password will be sent to you by post.

Do note that our website or call centre **does not** facilitate your UOB Personal Internet Banking Password replacement.



8. How do I apply for UOB Personal Internet Banking and Mobile Services access?

If you don't have UOB Personal Internet Banking access but have either a UOB credit card or a UOB bank account, you can apply for UOB Personal Internet Banking access at any UOB ATM, branches or online at www.uob.com.sg under eBanking->Personal Internet Banking->Sign Up. Once you are issued with UOB Personal Internet Banking access, you can download the UOB Mobile App from [App Store](#) or [Google Play](#).

9. What if I am not a UOB customer?

If you don't have a UOB bank account, you can open a UOB bank account at any UOB branch.

The above is provided for general information only. Full Terms and Conditions apply. Visit uob.com.sg/marvelsavengers for the full Terms and Conditions. Words and expressions used here shall have the same meaning as those in the full Terms and Conditions.

United Overseas Bank Limited Co. Reg. No. 193500026Z