

## Frequently Asked Questions

### FOR UOB 'RECEIVE UP TO S\$80\*' WITH UOB PERSONAL INTERNET BANKING AND UOB MOBILE SERVICES" PROMOTION

Updated 1 July 2013

#### 1. When is the Promotion Period?

08 April 2013 to 30 September 2013 (both dates inclusive).

#### 2. How do I qualify for the promotion?

The Promotion is open to all customers of United Overseas Bank Limited ("UOB") who:-

- Enroll for the promotion by completing the promotion online registration form found at [uob.com.sg/ibrewards](http://uob.com.sg/ibrewards)  
*Note: Invalid mobile phone number and/or NRIC/Passport number will result in disqualification*
- Successfully signed up for UOB Personal Internet Banking or UOB Mobile Services  
*Note: UOB Personal Internet Banking and UOB Mobile Services must not be terminated before 30 September 2013*
- Perform the following online transactions :

Transaction Type	Qualifying Online Transaction
Bill Payment	<ol style="list-style-type: none"> <li>Payment must be made to               <ul style="list-style-type: none"> <li>any new billing organization<sup>1</sup> or</li> <li>the outstanding balance on your UOB Credit Card.</li> </ul> </li> <li>Minimum transaction amount is S\$10</li> <li>The transaction must be successfully received and recorded on UOB's systems during the promotion period.</li> </ol>
Recurring Fund Transfers or Bill Payments	<ol style="list-style-type: none"> <li>Payment or transfer must be made once per month for 3 months to a new funds transfer payee<sup>2</sup> or a new billing organization</li> <li>Minimum transaction amount is S\$10 per transaction</li> <li>The transaction must be successfully received and recorded on UOB's systems during the promotion period.</li> <li>The first funds transfer or bill payment must be completed successfully within the promotion period.</li> <li>The 3<sup>rd</sup> funds transfer or bill payment must be completed successfully by 30 November 2013.</li> </ol>

<sup>1</sup>New billing organization means a billing organization that has not been paid to by the Eligible Customer since 31 December 2012.

<sup>2</sup>New fund transfer payee means a payee that has not been paid to by the Eligible Customer since 31 December 2012.

### 3. What do I stand to win?

a. Qualified Customer stand to win the following incentive base on the transaction type performed:

Transaction Type	Winners and Incentives
Bill Payment	The first three hundred (300) Qualified Customers each month will win a Cash Rebate of S\$10 to the account used to pay the bill.
<u>Recurring</u> Fund Transfers or Bill Payments	The first one hundred (100) Qualified Customers each month will win a bonus Takashimaya Shopping Voucher worth S\$20 in addition to the Cash Rebate.
Sign up for UOB Personal Internet Banking and perform a Qualifying Online Transaction	The first fifty (50) Qualified Customers each month will win an additional bonus Takashimaya Shopping Voucher worth S\$50 in addition to Cash Rebate or the bonus Takashimaya Shopping Voucher worth S\$20.

<sup>1</sup>New billing organization means a billing organization that has not been paid to by the Eligible Customer since 31 December 2012.

<sup>2</sup>New fund transfer payee means a payee that has not been paid to by the Eligible Customer since 31 December 2012.

b. Each Qualified Customer will only be eligible to receive a maximum of one (1) Cash Rebate and/or one (1) Shopping Voucher worth S\$20 and/or (1) Bonus Shopping Voucher worth S\$50 notwithstanding that the Qualifying Customer may have carried out more than one (1) Qualifying Online Transaction during the promotion period.

### 4. How do I know if I qualified for the prize?

a. Qualified customers entitled for the Cash Rebate: An SMS will be sent on or before the dates stipulated in the table below (Singapore date) to each of the Qualified Customer's mobile phone number as per entered in the promotion enrollment form.

Qualified customers who are entitled to the Takashimaya shopping vouchers: the Takashimaya shopping voucher(s) will be mailed on or before the Prize Notification Date stated in the table below to the qualified customer's last mailing address as per UOB's records.

Prize Type	Qualifying Period	Prize Notification Date
(i) S\$10 Cash Rebate	<ul style="list-style-type: none"> <li>• April 2013</li> <li>• May 2013</li> <li>• June 2013</li> <li>• July 2013</li> <li>• August 2013</li> </ul>	<ul style="list-style-type: none"> <li>• 30 May 2013</li> <li>• 28 June 2013</li> <li>• 30 July 2013</li> <li>• 30 August 2013</li> <li>• 30 September 2013</li> </ul>

(ii) S\$20 or S\$50 Takashimaya shopping voucher	<ul style="list-style-type: none"> <li>• September 2013</li> <li>• April 2013</li> <li>• May 2013</li> <li>• June 2013</li> <li>• July 2013</li> <li>• August 2013</li> <li>• September 2013</li> </ul>	<ul style="list-style-type: none"> <li>• 30 October 2013</li> <li>• 15 November 2013</li> <li>• 15 November 2013</li> <li>• 15 November 2013</li> <li>• 15 February 2014</li> <li>• 15 February 2014</li> <li>• 15 February 2014</li> </ul>
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## 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](http://www.uob.com.sg/assets/pdfs/personal/useful/Change_Address.pdf)

## 6. What if I don't have UOB Personal Internet Banking and UOB 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, branch or online at [www.uob.com.sg](http://www.uob.com.sg) under eBanking->Personal Internet Banking->Sign up.

If you don't have a UOB credit card or UOB bank account, you can apply for a UOB credit card or open a UOB bank account to get issued with UOB Personal Internet Banking access. Once you are issued with UOB Personal Internet Banking access, you can download the UOB Mobile App from iTunes or Google Play.

## 7. Who do I contact if I have further enquires?

Kindly call our call centre at 1800 222 2121 or +65 6222 2121 (Overseas).

\*Terms and conditions apply. Visit [uob.com.sg/ibrewards](http://uob.com.sg/ibrewards) for the full terms and conditions.