

Frequently Asked Questions

FOR “UOB PERSONAL INTERNET BANKING & UOB MIGHTY ‘BILLS BUSTER’ PROMOTION”

1. How do I qualify for the promotion?

1.1 You must:

- have a United Overseas Bank Limited bank and/or card account(s) which is/are active, valid, subsisting, in good standing and is/are satisfactorily conducted.
- have successfully signed up for UOB Personal Internet Banking or UOB Mighty prior to or during the promotional period;
- have successfully submitted the completed Form made available after the completion of the game on <http://www.uobbillsbuster.com.sg/>, during the promotional period.
- perform the qualifying bill payment transactions

1.2 You will not be eligible for the promotion if:

- your UOB bank and/or card account(s) are not active, valid, subsisting or in good standing; or
- your UOB Personal Internet Banking and UOB Mighty are terminated before/on 16 October 2016; or
- you are an employee directly involved in organizing and/or promoting this promotion; or
- your NRIC or Passport number provided in the form is not the same as that in the Bank’s record.

2. What are the prize tiers and how can I win the prizes?

- You may win the prizes in each specific prize tier by obtaining the number of specified pins in the game and fulfilling the other conditions set out in the table below:

Cash Credit Tiers	No. of Pins required per Game	Cash Credit	Conditions to win the Cash Credit
1	10 – 25 pins	S\$10 Cash Credit	First fifty (50) Customers each week to successfully <u>perform one Qualifying Bill Payment Transaction</u> within the Promotional Period
2	26 – 50 pins	S\$20 Cash Credit	First fifty (50) Customers each week to successfully <u>perform one Qualifying Bill Payment Transaction</u> within the Promotional Period
3	more than 50 pins	S\$30 Cash Credit	First fifty (50) Customers each week to successfully <u>perform one Qualifying Bill Payment Transaction</u> within the Promotional Period

- In addition to Paragraph 2(a) above, the first fifty (50) eligible Customers of each week who receives the invitation code: **KBINCST** that was sent exclusively to that eligible Customer and who has successfully keyed in that invitation code shall each be eligible to receive S\$10 Harvey Norman vouchers (“**Vouchers**”).

3. What are the Qualifying Online/Mobile transactions?

For the purposes of this Promotion, “**Qualifying Bill Payment Transaction**” refers to any of the following types of transactions which must be effected using the Customer’s UOB Personal Internet Banking or UOB Mighty:

- (i) Bill payments to selected approved billing organisations (visit [here](#) for the list of approved billing organisation), of at least S\$10 made from the eligible Customer’s UOB account; where such transaction must be successfully received and recorded on UOB’s systems during each relevant week; or
- (ii) Payments of at least S\$10 made via UOB eNets that is successfully posted and recorded on the NETS’ systems and/or deducted from the eligible Customer’s UOB account during each relevant week.

4. What is the duration of each week in the promotional period?

The promotional period is 5 September 2016 to 16 October 2016 (both dates inclusive). Each promotional week is any one of the following weeks :

Week	Dates
1	5 September – 11 September 2016
2	12 September – 18 September 2016
3	19 September – 25 September 2016
4	26 September – 2 October 2016
5	3 October – 9 October 2016
6	10 October – 16 October 2016

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

- a. Eligible Customers (for Cash Credit Tiers 1, 2 & 3) who have won the respective Cash Credits will receive a SMS notification on or before 25 November 2016. SMS will be sent to the eligible Customers’ mobile phone number as provided in the Form.
- b. Eligible Customers who have won the Voucher will be notified of their win via mail. This notification letter and Voucher will be posted together to the eligible Customer’s registered Singapore address with UOB. UOB does not assume any liability or responsibility and shall not be liable or responsible for any failure or delay in any receipt of the notification letter or Voucher.
- c. The Prizes offered under the Promotion are not refundable, transferable or exchangeable for cash, credit, gift or otherwise, in full or in part.
- d. The Cash Credit will be credited into eligible Customer’s UOB bank account used to perform the Qualifying Bill Payment Transaction. For the avoidance of doubt, the Cash Credit will be forfeited if the said UOB bank account is closed before the Cash Credit is credited.

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

If you have forgotten your Username you can reset your username [online](#) or 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. Reset your password [online](#)
- b. Visit any UOB Branch –
Simply approach any of our staff for assistance
- c. 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
- d. 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 you will not be able to replace your password through our call centre.

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 [online](#) or at any UOB ATM, branches. 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.

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