

Frequently Asked Questions

FOR UOB 'RECEIVE S\$10' WITH UOB PERSONAL INTERNET BANKING AND UOB MOBILE SERVICES" PROMOTION

1. How do I qualify for the promotion?

This "Receive S\$10" with UOB Personal Internet Banking and UOB Mobile Services" Promotion is open to selected customers of United Overseas Bank Limited ("UOB") who have been selected by UOB through such methods as decided by UOB at their discretion.

An invitation from UOB to participate in the Promotion will be sent either through a direct mailer (electronic or otherwise) or Short Message Service ("SMS").

The participant must enroll for the promotion by completing the promotion Online Registration Form found on uob.com.sg. The participant needs to enroll only one time during the Qualifying Period – 28 January 2013 to 31 March 2013 (both dates inclusive).

The participant must have successfully

- signed up for UOB Personal Internet Banking or UOB Mobile Services and
- performed a Bill Payment to the participant's UOB Credit Card using the participant's UOB Personal Internet Banking or UOB Mobile Banking with a minimum transaction amount of S\$50.

The participant will not be eligible for the promotion if:

- participant terminates his/her UOB Personal Internet Banking and UOB Mobile Services before 30 Apr 2013
- participant's mobile phone number provided in the Lucky Draw Online Registration Form is invalid.

2. What do I stand to win?

Each qualified participant will be entitled to prize of a shopping voucher from either Harvey Norman or Takashimaya with a value of S\$10.00.

The type of voucher to be given to each Qualified Participant shall be decided by UOB at its discretion and without prior notice and the Qualified Participant may not choose the type of Prize Vouchers to be offered to him/her.

Each qualified participant will only be eligible to receive a maximum of one (1) Prize.

Prizes are neither transferable nor exchangeable for credit or kind, in full or in part.

3. What is the Promotion Period?

The Promotion Period is 28 January 2013 to 31 March 2013 (both dates inclusive).



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

An SMS will be sent before 30 April 2013 (Singapore date) to each of the Qualified Participants' mobile phone number as per entered in the enrollment form.

5. When do I receive the prize?

The Prize Voucher will be mailed to the Qualified Participant as per existing UOB's records by 31 May 2013 (Singapore date).

6. What do I do if I fulfilled the requirements but did not receive the voucher?

If you met the promotion criteria and do not receive the voucher by 31 May 2013, kindly call our call centre at 1800 222 2121 or +65 6222 2121 (Overseas).

You may update your mailing address via UOB Personal Internet Banking.

7. 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 under eBanking->Personal Internet Banking->Apply Now.

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.

8. Who is eligible to participate in the Promotion?

The promotion is open to selected customers of United Overseas Bank Limited ("UOB") who have been selected by UOB through such methods as decided by UOB at their discretion.

Participants must also not belong to any of the following groups:

- Directors and employees of UOB and/or Far Eastern Bank Ltd and their respective immediate family members
- Employees and staff of the advertising, promotion agencies and any other persons involved in organizing, promoting and/or conducting the Promotion;
- Persons whose UOB Personal Internet Banking and UOB Mobile Services access is/are voluntarily or involuntarily suspended, cancelled, closed or terminated anytime before the announcement of the Promotion result or during the Qualifying Period (as defined below);
- Persons who are or become mentally unsound, facing legal incapacity or is not capable of handling their affairs, deceased, insolvent, bankrupt or have legal proceedings (or any threat) of any nature instituted against them; and



- Any other person deemed ineligible at the discretion of UOB without prior notice at anytime during the Qualifying Period.

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