

Frequently Asked Questions

FOR UOB ‘WIN A POWER BANK’ WITH UOB PERSONAL INTERNET BANKING AND UOB MOBILE SERVICES” PROMOTION

1. How do I qualify for the promotion?

The Eligible Customer must:

- have successfully signed up for UOB Personal Internet Banking or UOB Mobile Services prior to or during the promotion period;
- enroll for the promotion by submitting the Online Registration Form on uob.com.sg/powerbank during the promotion period

[Note: The Eligible Customer needs submit the Online Registration Form only once during the promotion period – 6 January 2014 – 31 March 2014 (both dates inclusive)]

- perform the qualifying online transactions

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

- his/her UOB Personal Internet Banking and UOB Mobile Services is terminated before/on 31 March 2014; or
- his/her NRIC or Passport number used in the campaign enrolment is not the same as Bank’s record.

2. What are the qualifying online transactions?

- The first 100 Customers of each month in the promotion period to complete the following online transactions will qualify for the Power Bank (Portable Phone Charger):

Qualifying Online Transactions	Criteria
Bill Payment or Funds Transfer	<ul style="list-style-type: none"> Transaction must be performed via UOB Personal Internet Banking or UOB Mobile Minimum transaction amount is S\$10 The transaction must be successfully received and recorded on UOB’s systems during the promotion period.

3. What do I stand to win?

The Eligible Customer could win a Portable Phone Charger in the Monthly giveaway.

4. When is the promotion period?

The promotion period is 06 January 2014 to 31 March 2014 (both dates inclusive).

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

A SMS will be sent to the winners on or before the prize notification dates stipulated in the table below (Singapore date) to the mobile phone number submitted in the Online Registration Form.

Qualifying Period	Prize Notification Date
• January 2014	• 28 February 2014
• February 2014	• 31 March 2014
• March 2014	• 30 April 2014

Winners will receive the Portable Phone Charger by mail on or before 16 May 2014. The prize will be mailed to the winner's last mailing address as per UOB's records.

6. 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

7. 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.

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

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

- Visit any UOB Branch –
Simply approach any of our staff for assistance
- 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
- 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.

*The above is provided for general information only. Full Terms and conditions apply. Visit uob.com.sg/powerbank for the full terms and conditions.

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