Frequently Asked Questions

FOR UOB '*A WINNER EVERY HOUR*' WITH UOB PERSONAL INTERNET BANKING AND UOB MOBILE SERVICES" PROMOTION

1. How do I qualify for the promotion?

The Eligible Customer must:

a. have successfully signed up for UOB Personal Internet Banking or UOB Mobile Services prior to or during the promotion period;

b. enroll for the promotion via one of these modes:

   i) Send SMS in the valid form <PIBQ4><*space*><NRIC/ Passport No.> to 77862
   ii) Submit the online form at uob.com.sg

   [Note: The Eligible Customer needs to enroll only one time during the promotion period – 1 October 2013 to 31 December 2013 (both dates inclusive)]

iii) perform the qualifying online transactions.

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

a. his/her UOB Personal Internet Banking and UOB Mobile Services is terminated before/on 31 December 2013; or

b. 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?

a. To qualify for S$10 Cashback*, the Eligible Customers must be the first person in every hour during the promotion period to complete the following online transaction:

Transaction Type	Qualifying Online Transaction
Bill Payment	1. Payment must be made to any new billing organization[1] 2. Minimum transaction amount is S$10 3. The transaction must be successfully received and recorded on UOB's systems during the promotion period

[1]*New billing organization means a billing organization that has not been paid to by the Eligible Customer since 1 July 2013.*

b. To qualify for the lucky draw, the Eligible Customer must perform any of the following online transactions:

Transaction Type	Qualifying Online Transactions	Lucky Draw Chances
Bill Payment, Funds	• Minimum transaction amount is S$10.	• 1 Lucky Draw chance will be allotted for each successful transaction.

Transfer	• The transaction must be successfully received and recorded on UOB's systems during the promotion period.	• Eligible Customers can accumulate a maximum of 15 lucky draw chances.
Cashier's Order, Demand Draft, Telegraphic Transfer	• Minimum transaction amount is S$10. • The transaction must be successfully received and recorded on UOB's systems during the promotion period.	• 2 Lucky Draw chances will be allotted for each successful transaction. • Eligible Customers can accumulate a maximum of 10 lucky draw chances.
CashPlus Funds Transfers, Credit Card Funds Transfer Application	• Application must be approved by UOB. • Application must be performed via UOB Personal Internet Banking or UOB Mobile. • The transaction must be successfully received and recorded on UOB's systems during the promotion period. • Default product feature applies. See http://www.uob.com.sg/assets/pdfs/personal/cards/cashplusft_tnc.pdf	• 5 Lucky Draw chances will be allotted for every approved application. • Eligible Customers can accumulate a maximum of 10 lucky draw chances.
Change of Personal Particulars, Change of Address	• Change of personal particulars and/or address must be successfully made and recorded on UOB's systems during the promotion period.	• 1 Lucky Draw chance will be allotted for each successful transaction. • Eligible Customers can accumulate a maximum of 2 lucky draw chances.

c. To qualify for the Christmas S$10 Cashback*, the Eligible Customers must be among the first one hundred (100) during the month of November and December to complete the following online transaction:

Transaction Type	Qualifying Online Transaction
Funds Transfer	1. Funds must be transferred to any new funds transfer payee[2] 2. Minimum transaction amount is S$10 3. The transaction must be successfully received and recorded on UOB's systems during the promotion period

[2]New funds transfer payee means a payee that has not received payment from the Eligible Customer since 1 July 2013.

3. What do I stand to win?

The Eligible Customer could win a S$10 Cashback* in the hourly giveaway, a S$10 Christmas Cashback* plus any of these lucky draw prizes:
a. S$1,000 worth of Harvey Norman vouchers each (10 winners)
b. S$100 worth of Harvey Norman vouchers each (100 winners)

4. When is the promotion period?

The promotion period is 01 October 2013 to 31 December 2013 (both dates inclusive).

a. S$10 Cashback* : 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 used during campaign enrolment. Details of the winners will also be published on uob.com.sg on the prize notification dates.

Qualifying Period	Prize Notification Date
• October 2013	• 30 November 2013
• November 2013	• 31 December 2013
• December 2013	• 31 January 2014

b. Voucher: The winners for the lucky draw will be announced and published on uob.com.sg and at least one newspaper on or before 31 January 2014.

Winners will receive the voucher by mail or courier on or before 28 February 2014. The voucher will be mailed or couriered to the winner's last mailing address as per UOB's records.

c. S$10 Christmas Cashback* : 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 used during campaign enrolment. Details of the winners will also be published on uob.com.sg on the prize notification dates.

Qualifying Period	Prize Notification Date
• November 2013	• 31 December 2013
• December 2013	• 31 January 2014

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

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 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.

*Terms and conditions apply. Visit uob.com.sg/ibrewards for the full terms and conditions.

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