

Frequently Asked Questions (FAQ) – Great Singapore Sale 2014

SECTION UOB-GSS 2014: “This GSS Lunch is On Us”

Q1 What is this promotion all about and how do I qualify?

A1 The UOB Cards GSS 2014 – “This GSS Lunch is On Us” will award the first 8,000 Cardmembers who spend S\$1,000 within the GSS promotional period to redeem for a free lunch buffet at any of the 5 hotels in Singapore (subject to availability upon prior booking with the respective hotel choice).

This UOB GSS 2014 promotion will run from 30 May to 27 July 2014 (both dates inclusive), and will be valid for transactions made with a Credit or Debit Card issued by UOB in Singapore.

To redeem your free lunch buffet, you will need to consolidate a total spend of S\$1,000 per Cardmember with a maximum number of 3 original charge slips.

Upon successful redemption, there will be a lunch buffet redemption letter that will be provided to Cardmember

A maximum of 3 buffet lunch redemptions will be allowed per Cardmember.

Each lunch buffet letter will entitle the Cardmember to redeem for a complimentary lunch buffet at the selected hotel listed in Q5.

Q2 Are all UOB Cards eligible for this promotion?

A2 All UOB Principal and Debit Cards who are issued by UOB in Singapore are eligible with the exception of any Corporate (on corporate liability) / Business / Purchasing Debit / UOB Travel Account / Multicurrency Corporate and Private Label Cards.

Q3 Which transactions are not eligible for the promotion?

A3 The following transactions will not go towards the S\$1,000 required spend:

Any dining spend, transactions made online and/or overseas, installment payments arranged prior to the Promotion Period, cash advances, balance and/or funds transfer, SmartPay payments at government agencies, utilities bill payments, annual fees, cash advance fees, late fees, reversals, interest, any finance charges made by you using the Eligible Card account and/or any Transaction that was subsequently cancelled, voided or reversed for any reason.

Q4 When and where can I submit my charge slip(s) for redemption of lunch buffet redemption voucher? What will be the validity period of the lunch buffet redemption voucher?

A4 Redemption will be available from 30 May till 28 July 2014 (both dates inclusive).

Redemption of lunch buffet is based on first come first served, while stocks last basis, and is subject to the availability of the selected participating restaurants.

The redemption voucher must be redeemed/collected in person by the Eligible Cardmember before 28 July 2014, and must be utilized within the period from 30 May to 31 August 2014 (unless otherwise stated on the redemption voucher).

There will be 7 redemption points for UOB Cardmembers to redeem for the buffet lunch:

- Marina Square - Customer Service Counter Level 2 (opening hours: 10am-10pm)
- West Mall - Customer Service Counter Level 1 (opening hours: 10am-10pm)
- Orchard Central - Concierge Counter Level 1 (opening hours: 11am – 10pm)
- Metro Paragon – Customer Service Counter Level 3 (opening hours: 10am-9.30pm)
- Metro Woodlands - Customer Service Counter Level 2 (opening hours: 10am-10pm)
- Metro City Square - Customer Service Counter Level 2 (opening hours: 10am-10pm)
- Metro Sengkang - Customer Service Counter Level 2 (opening hours: 10am-10pm)



Q5 Where can I enjoy my complimentary lunch? Is there a list of participating hotels and restaurants?

A5 There are a total of 5 participating restaurants (located at the respective hotels) that will be open for reservations for UOB Cardmembers. Please refer to the list below:

Hotel	Restaurant	Reservation Hotline
Marina Mandarin, Singapore 6 Raffles Boulevard, Singapore 039594	Aquamarine	6845 1111
PARKROYAL on Pickering 3 Upper Pickering Street, Singapore 058289	Lime	6809 8899
Pan Pacific Orchard 10 Claymore Rd, Singapore 229540	10 at Claymore	6737 0811
Singapore Marriott Hotel 320 Orchard Rd, Singapore 238865	Marriott Café	6831 4605
Mandarin Orchard Singapore 333 Orchard Road, Singapore 238867	Triple Three	6831 6288/71

UOB shall not be responsible for the quality for any purpose or any other aspect of the buffet lunch. UOB assumes no liability or responsibility for the acts or defaults of the merchants or defects in the goods or services offered in connection with the lunch buffet. UOB is not an agent of any merchant. Any dispute about the quality or service standard of buffet lunch must be resolved directly with the merchants.

Q6 Am I automatically guaranteed a lunch booking? Do I need to call in advance to make a reservation?

A6 Prior reservation must be made with the relevant participating restaurant for the utilization of the hotel lunch buffet letter.

Kindly quote "UOB-GSS 2014" during reservation. The original lunch buffet redemption voucher must be presented at the date of consumption.

Reservation is subjected to availability at the hotel/restaurant's discretion.

Q7 Can installment payments count towards making up the required spend?

A7 Installment payments for purchases charged during the UOB-GSS promotional period (30 May to 27 July 2014) must also be successfully posted during that time to be considered eligible.

Q8 Can Principal and Supplementary Cardmembers combine their transactions to achieve the minimum required spend?

A8 No combination of spending for Principal and Supplementary Cardmembers will be allowed for this promotion.

Q9 I hold multiple UOB Cards, do I need to consolidate the S\$1,000 spend on one specific UOB Card for this redemption? What do I need to bring along for redemption?

A9 You will not be required to consolidate all spend on one specific UOB Card to participate in this promotion. Kindly present the charge slip(s) (Max. 3) and the original UOB Card(s) that was used and charged for this promotion for verification purposes.