Frequently Asked Questions

FOR UOB 'STAND A CHANCE TO GO SKY-HIGH' WITH UOB PERSONAL INTERNET BANKING AND UOB MOBILE SERVICES LUCKY DRAW

Last Updated: 15 Oct 2012

1. How do I qualify for the Lucky Draw?

The participant must enroll for the Lucky Draw by completing the Lucky Draw Online Registration Form found on uob.com.sg. The participant needs to enroll only one time during the Qualifying Period – 1 July 2012 to 31 December 2012 (both dates inclusive).

The participant must have successfully signed up for UOB Personal Internet Banking or UOB Mobile Services and/or performed any of the following transactions during the Qualifying Period:

Transaction Type	Qualifying Online Transactions
1. Bill Payment 2. Funds Transfer 3. eNets (minimum transaction amount is S$50)	One (1) Lucky Draw chance will be allotted for every S$50 transacted on each successful transaction performed.
1. Cash Advance 2. Singapore Dollar Fixed Deposits Placements 3. Remittances (Purchase Cashier's Order, Demand Draft or Telegraphic Transfer) (minimum transaction amount is S$50)	Twenty (20) Lucky Draw chances will be allotted for every S$50 transacted on each successful transaction performed.
1. UOB CashPlus Funds Transfer Application 2. UOB Credit Card Funds Transfer Application (minimum transaction amount is S$50)	1. Upon UOB's approval of applications. 2. Participant must submit their application via UOB Personal Internet Banking using the online form 3. Twenty (20) Lucky Draw chances will be allotted for every S$50 transferred on each successful application performed.
Incoming Funds Transfer (minimum transaction amount is S$50)	1. Upon successful set up and relevant approvals of the Incoming Funds Transfer. 2. Participant must perform the application via UOB Personal Internet Banking, print and submit the signed application form to the bank for approval. 3. Twenty (20) Lucky Draw chances will be allotted for every S$50 transferred on each approved Incoming Funds Transfer.
1st Time Transactions	Participant who performs any of the above transactions

	via UOB Personal Internet Banking or UOB Mobile Services for the first time since 1 April 2012, will earn one hundred (100) bonus Lucky Draw chances, on top of those allocated above.
1st Time Login	Participant who signs up for UOB Personal Internet Banking or UOB Mobile Services and first time log on to UOB Personal Internet Banking or UOB Mobile Services during the Qualifying Period will earn one hundred (100) bonus Lucky Draw chances, on top of those allocated above.

Participant will not be eligible for the Lucky Draw if :
- participant terminates his/her UOB Personal Internet Banking and UOB Mobile Services before the announcement of the Lucky Draw result
- participant's mobile phone number provided in the Lucky Draw Online Registration Form is invalid.

2. Is there a maximum number of chances I can get?

Maximum numbers of chances participants can accumulate are as follows:

Transaction Types	Maximum no. of chances in each calendar month
1. Bill Payment	Thirty (30) lucky draw chances
2. Funds Transfer	Thirty (30) lucky draw chances
3. eNets	Thirty (30) lucky draw chances
4. Cash Advance	Six hundred (600) lucky draw chances
5. Fixed Deposits Placements	Six hundred (600) lucky draw chances
6. Remittances (Purchase Cashier's Order, Demand Draft or Telegraphic Transfer)	Six hundred (600) lucky draw chances
7. UOB CashPlus Funds Transfer Application	Six hundred (600) lucky draw chances
8. UOB Credit Card Funds Transfer Application	Six hundred (600) lucky draw chances
9. Incoming Funds Transfer	Six hundred (600) lucky draw chances
10. 1st Time Transactions	One (100) lucky draw chances
11. 1st Time Login	One (100) lucky draw chances

3. What do I stand to win?

There will be one Qualifying Draw each month during the Qualifying Period. The prizes and number of winning transactions for each Qualifying Draw are as follows:

Prizes		No. of winning transaction(s)
Qualifying Draw 1 to 6	A Pair of iFly Singapore Skydiving Vouchers	10
	One Flight Experience™ Flight Simulator Voucher	5
	S$5,000 worth of UOB Travel Vouchers	1

There will be a total of ninety six (96) winning transactions for the Lucky Draw.

Each Participant will only be eligible to win a maximum of one (1) time for the Lucky Draw. For the avoidance of doubt, if the winner wins any of the Prizes under Qualifying Draw 1, he/she shall not be entitled to participate in Qualifying Draw 2 - Qualifying Draw 6.

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

4. What is the Lucky Draw Qualifying Period?

The Lucky Draw Qualifying Period is 1 July 2012 to 31 December 2012 (both dates inclusive).

5. How do I win?

Winners will be selected at random by UOB during the Lucky Draw in a manner deemed fit and/or appropriate by UOB.

There will be one draw at the end of each month to draw the monthly winners:

Monthly Draw	Qualifying Period Based On Successful Transaction Date	Draw Date	Announcement Date
Qualifying Draw 1	Between 01 July to 31 July 2012 (both dates inclusive)	16 August 2012	30 August 2012
Qualifying Draw 2	Between 01 August to 31 August 2012 (both dates inclusive)	17 September 2012	30 September 2012
Qualifying Draw 3	Between 01 September to 30 September 2012 (both dates inclusive)	16 October 2012	30 October 2012
Qualifying Draw 4	Between 01 October to 31 October 2012 (both dates inclusive)	16 November 2012	30 November 2012
Qualifying Draw 5	Between 01 November to 30 November 2012 (both dates inclusive)	17 December 2012	30 December 2012
Qualifying Draw 6	Between 01 December to 31 December 2012 (both dates inclusive)	16 January 2013	30 January 2013

All winners will be notified by SMS according to the mobile phone number provided in the Lucky Draw Online Registration Form.

6. Where can I redeem my prize?

Prizes can be redeemed at the following locations:

Prize	Prize Redemption Location
A Pair of iFly Singapore Skydiving Vouchers	**UOB Suntec City Lite Branch** at 3 Temasek Bolevard, #02-116/118, Suntec City Mall, Singapore 038983.
One Flight Experience™ Flight Simulator Voucher	**Flight Experience ™ Flight Simulator** at Singapore Flyer, 30 Raffles Avenue #02-06, Singapore 039803
S$5,000 worth of UOB Travel Vouchers	**UOB Travel Planners Pte Ltd** 480 Lorong 6 Toa Payoh #20-01 HDB Hub East Wing Singapore 310480

7. What do I need to bring when I collect my prize?

Original personal identification (NRIC or Passport) must be presented at point of collection. A copy of the NRIC or Passport will be retained and kept by UOB.

8. Can I authorize someone to collect the prize on my behalf?

Yes. In the event that the winner authorises another person to collect the prize, the authorised person must present his/her original NRIC or Passport for verification at the point of redemption together with the winner's original NRIC or Passport. A copy of both the Winner's NRIC or Passport and the authorised person's NRIC or Passport will be retained and kept by UOB.

9. When do I need to collect my prize?

Prizes must be collected within one (1) month after the relevant date of the announcement on uob.com.sg and The New Paper. Strictly no extension will be allowed. Prizes unclaimed will be forfeited (without any liability on the part of UOB to any person) and the prize(s) or proceeds thereof will be donated to a charitable organisation to be decided at the sole and absolute discretion of UOB.

10. Who is eligible to participate in the Lucky Draw?

You are eligible to participate in the Lucky Draw if you are not any of the following:
1. Directors and employees of UOB and/or Far Eastern Bank Ltd and their respective immediate family members;
2. Employees and staff of the advertising, promotion agencies and any other persons involved in organizing, promoting and/or conducting the Lucky Draw;
3. Persons whose UOB Personal Internet Banking and UOB Mobile Services access is terminated before the announcement of the Lucky Draw result;
4. Persons who are or become mentally incapacitated, deceased, insolvent or have legal proceedings of any nature instituted against them; and
5. Any other person deemed ineligible at the sole and absolute discretion of UOB.

11. How do I qualify for the USB Drive?

For a limited time only (from 15th Oct to 31st Dec 2012), the first 4,800 customers who have performed at least 3 qualifying transactions as listed in #1 above and have enrolled in the promotion, will receive a limited edition USB drive (2GB).

Customers who have enrolled before 1 Oct need not enroll again and will still qualify if all criteria are met.

12. How many USB Drive can I get?
Each qualified customer is entitled to only 1 USB Drive.

13. When and how will I be informed if I qualify for the USB Drive?

Redemption letters with the redemption instructions will be sent out to the qualified customer's mailing address (as per the bank's records) by 28 Feb 2013. The qualified customers will have 1 month from the date stated on the redemption letter to redeem the USB drive.

14. What do I need to bring when I collect the USB Drive?

The original redemption letter and the original personal identification (NRIC or Passport) must be presented at point of collection. The original redemption letter and a copy of the NRIC or Passport will be retained and kept by UOB.

15. Can I authorize someone to collect the USB Drive on my behalf?

Yes. In the event that the qualified customer authorises another person to collect the USB Drive, the authorised person must present his/her original NRIC or Passport for verification at the point of redemption together with the qualified customer's original NRIC or Passport and original redemption letter. The original redemption letter and a copy of both the qualified customer's NRIC or Passport and the authorised person's NRIC or Passport will be retained and kept by UOB.

16. 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.