

## UOB Mighty Exclusive Signup offer for UOB Credit Cardmembers FAQ

### **Q1: How do I know if I qualify for the Toast Box e-voucher?**

A1: If you meet the eligibility, you will see a Toast Box welcome banner when you log in to UOB Mighty app 2 months later (from your first login). It will be shown under the section called “You may also like this” at the bottom of the Mighty dashboard, or the home screen when you log in.

### **Q2: What will happen if I did not see the banner?**

A2: This could mean that you are not eligible for the promotion hence the banner will not be shown to you.

### **Q3: Must I be an existing UOB Credit cardmember to enjoy this promotion?**

A3: Yes, you will need to be the principal UOB cardmember during the promotion period and fulfil the below criteria:

Do not have an UOB Personal Internet Banking Account

OR

Did not login to both Internet Banking and UOB Mighty app in the past 6 months

### **Q4: How do I redeem for the Toast Box e-voucher?**

A4: You will see a Toast Box welcome banner when you log in to UOB Mighty app 2 months later (from your first login). It will be shown under the section called “You may also like this” at the bottom of the Mighty dashboard, or the home screen when you log in.

### **Illustration Example:**

<b>First time login to Mighty app</b>	<b>You will see the Toast Box welcome banner on Mighty app</b>
Within 1 to 31 Oct 2020	From 2 to 31 Dec 2020
Within 1 to 30 Nov 2020	From 4 to 31 Jan 2021
Within 1 to 31 Dec 2020	From 2 to 28 Feb 2021

Once you click on the banner, you will be directed to an online redemption portal to redeem the e-voucher which you will need to key in the last 4 digits of your NRIC/Passport number for authentication. The e-voucher will be reflected upon successful login.

**Q5: Where can I redeem for the Toast Box e-voucher?**

A5: The Toast Box e-voucher can be redeemed at all participating Toast Box outlets except for Jewel Changi Airport, Marina Bay Sands, Resorts World Sentosa, 6 outlets in Food Republic/ Food Opera (313 Somerset L5, Causeway Point L4, ION Orchard, Parkway Parade, Vivocity L3 and Wisma Atria.).

All unredeemed e-vouchers cannot be replaced or renewed, and no compensation or payment will be made. E-vouchers are strictly not transferable or exchangeable in part or in kind for cash, credit or other goods and services.

**Q6: What will happen if I redeem the e-voucher for a second time at a different Toast Box outlet?**

A6: It will not be possible for you to redeem the e-voucher more than once.

There will be an error shown when Toast Box staff enters the code on your phone device once it is detected that the e-voucher has been redeemed at another Toast Box outlet.

**Q7: Are there any cap on the Toast Box e-voucher?**

A7: Yes, there is an cap. Each eligible customer can only redeem for 1 e-voucher. Customer will encounter an error on the redemption portal if he/she tries to redeem for more than 1 e-voucher.

**Q8: How long is the validity of the e-voucher?**

A8: The e-voucher is valid for 1 month from the date of redemption.

**Q9: 1 month is too short. Can I request for extension?**

A9: No. We regret to inform you that request for extension of the validity of the e-voucher will not be entertained. All unredeemed e-voucher cannot be replaced or renewed, and no compensation or payment will be made. E-vouchers are strictly not transferable or exchangeable in part or in kind for cash, credit or other goods and services.