

## Frequently Asked Questions (FAQs)

### UOB Branch Activation Campaign 2024 - Magical Quest

No.	Question	Answer
<b>General</b>		
1	There is an announcement that <b>UOB is collaborating with Disney Cruise Line in Singapore</b> . Is this true?	Yes, UOB will be collaborating with Disney Cruise Line as the first bank in ASEAN to offer special privileges to the most anticipated experience at sea.
2	There are two (2) campaigns that are running in parallel. Is this true?	Yes. The two (2) Campaigns are: <ol style="list-style-type: none"> <li>Year End Campaign; and</li> <li>Branch Activation Campaign 2024 - Magical Quest</li> </ol>
3	What is the UOB Branch Activation Campaign 2024 - Magical Quest?	The Branch Activation Campaign will be conducted across 7 participating branches. The participating branches will have the following activities: <ol style="list-style-type: none"> <li>Stamping Station where visitors can collect 7 medallion stamps representing the 7 themed areas on board the Disney Adventure. Each Stamping Station gets you one (1) medallion stamp.</li> <li>Magical Gachapon to redeem sure-win prizes and;</li> <li>Magical Quest Lucky Draw to stand a chance to win a 4D3N Deluxe Oceanview Stateroom with Verandah for 2 guests onboard the <i>Disney Adventure</i>.</li> </ol>
4	What are the Participating Branches?	The 7 Participating Branches include: <ul style="list-style-type: none"> <li>• UOB Main Branch</li> <li>• UOB PLQ Branch</li> <li>• UOB Lot One Branch</li> <li>• UOB Shaw Centre Branch (from 10 December 2024)</li> <li>• UOB Orchard Branch</li> <li>• UOB Northpoint Branch</li> <li>• UOB Novena Square Branch.</li> </ul>
5	When is UOB Branch Activation Campaign 2024 - Magical Quest happening?	The Branch Activation Campaign will be conducted from 2 December 2024 to 11 January 2025.

No.	Question	Answer
6	Who is eligible for this Campaign?	This campaign is open to <b>all UOB customers</b> .
7	Who is <b>not</b> eligible for this Campaign?	<ul style="list-style-type: none"> <li>a. Individuals whose UOB account(s) is/are voluntarily or involuntarily suspended, cancelled, closed or terminated at any time;</li> <li>b. Individuals whose UOB account(s) is/are not active, valid, subsisting or in good standing or delinquent or unsatisfactorily conducted as may be determined by UOB at its sole discretion;</li> <li>c. Individuals who lack mental capacity or are incapable of handling their affairs, deceased, insolvent, bankrupt or have any legal proceedings (or any threat) of any nature instituted against them; or</li> <li>d. anyone whom UOB may decide to exclude, at its sole discretion, without any reason or prior notice at any time.</li> </ul> <p>In addition to the persons listed above, the following persons shall <b>not be eligible to participate in the Magical Quest Lucky Draw Promotion</b>:</p> <ul style="list-style-type: none"> <li>a. Employees/staff of UOB or any of UOB's subsidiaries directly involved in organizing, promoting and/or conducting the Lucky Draw Campaign; and</li> <li>b. Employees/staff of auditors, advertising agency, promotion agencies and/or other persons directly involved in organizing, promoting and/or conducting the Lucky Draw</li> </ul>
<b>Stamp Card</b>		
1	Can I get multiple Stamp Cards?	Each individual customer is only able to grab and redeem one (1) Magical Quest Coupon per Participating Branch. Subsequently, each individual customer is only able to redeem one (1) Stamp Card per redeemed Magical Quest Coupon.
2	Can I collect a Stamp Card on behalf of someone else?	No, you will not be able to collect a Stamp Card on behalf of another person.
3	Can I choose which medallion to stamp on my Stamp Card?	There are 7 medallions available inspired by the 7 areas onboard <i>Disney Adventure</i> . Each participating branch will have 1 unique medallion allocated for stamping:

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		<b>Branch</b>	<b>Corresponding Medallion</b>
		UOB Main Branch	Disney Imagination Garden
		UOB PLQ Branch	San Fransokyo Street
		UOB Lot One Branch	Wayfinder Bay
		UOB Shaw Centre Branch	Toy Story Place (available from 10 December 2024)
		UOB Orchard Branch	Marvel Landing
		UOB Northpoint Branch	Town Square
		UOB Novena Square Branch	Disney Discovery Reef
4	Can I collect the Stamp Card at one participating branch but play the Magical Gachapon at another branch?	<p>Yes, you may collect a Stamp Card at one participating branch but choose to stamp the medallion / play the Magical Gachapon at another branch if you wish to.</p> <p>However, please take note that once a completed Stamp Card has been endorsed by the staff to redeem a token for the Magical Gachapon within a particular branch, that token will have to be used within the same branch itself.</p>	
5	Can I go to other non-participating branches to get a Stamp Card?	No, kindly head down to any of the 7 participating branches during operating hours to obtain a Stamp Card.	
6	Are the Stamping Stations in all branches?	No, kindly head down to any of the 7 participating branches during operating hours to use the Stamping Station.	
<b>Magical Gachapon</b>			
1	What do I need to do to play the Magical Gachapon?	<p>a. <b>Step 1:</b> Walk into any of the Participating Branches during branch operating hours; and</p> <p>b. <b>Step 2:</b> Grab a dedicated coupon for the Participating Branch from UOB TMRW App (“<b>Magical Quest Coupon</b>”) AND request for the PIN code from the in-branch representative to successfully redeem the Magical Quest</p>	

No.	Question	Answer
		<p>Coupon. The in-branch representative would provide you with a stamp card ("<b>Stamp Card</b>") after you have presented evidence of the successful redemption of your Magical Quest Coupon.; and</p> <p>c. <b>Step 3:</b> Upon obtaining the Stamp Card, proceed to a stamping station within the Participating Branch to get a completed medallion specific to the Participating Branch through multi-layer stamping; and</p> <p>d. <b>Step 4:</b> Present the Stamp Card with the completed medallion to an in-branch representative, who will endorse the Stamp Card and provide one (1) token to play the Gachapon for sure-win gifts.</p>
2	Can I play the Magical Gachapon more than once?	<p>Each individual customer is only able to redeem one (1) token for the Gachapon per Stamp Card, per participating branch.</p> <p>Only one (1) Stamp Card will be issued for one (1) successfully redeemed Magical Quest Coupon.</p>
3	What are the prizes I can win through the Magical Gachapon?	<p>The sure-win gifts in the Gachapon (while stocks last) will include an assortment of the following:</p> <ul style="list-style-type: none"> <li>a. Disney Cruise Line Cabin Luggage</li> <li>b. Disney Cruise Line Duffel Bag</li> <li>c. Disney Cruise Line Travel Organiser</li> <li>d. Disney Cruise Line Puffy Sling Bag</li> <li>e. Disney Cruise Line themed Gift Wrappers</li> <li>f. Disney Cruise Line themed Stickers</li> <li>g. Disney Cruise Line themed Calendars</li> </ul>
4	Are there any additional fees or charges to the Gachapon gift?	No, there will not be any additional fees or charges for the Gachapon gift.
5	When can I expect to receive the Magical Gachapon gift?	You will be able to receive the Gachapon gift (Gift Wrapper, Sticker, Calendar) OR redemption letter for the gift (Cabin Luggage, Duffel Bag, Travel Organiser, Puffy Sling Bag) right after playing the Gachapon in any

No.	Question	Answer
		Participating Branch, subject to availability (while stocks last).
6	Can I exchange my Magical Gachapon gift for something else?	No. The Gift is strictly not transferable, not exchangeable for cash, credit or kind, in full or in part, and is not replaceable if lost, damaged or stolen. No reservation, refund or exchange of the Gift is allowed.
7	Are the Magical Gachapons in all branches?	No, kindly head down to any of the 7 participating branches during operating hours to play the Gachapon.
<b>Magical Quest Lucky Draw</b>		
1	What do I need to do to participate in the Magical Quest Lucky Draw?	<ul style="list-style-type: none"> <li>a. <b>Step 1:</b> Walk into any of the Participating Branches during branch operating hours; and</li> <li>b. <b>Step 2:</b> Grab a dedicated coupon for the Participating Branch from UOB TMRW App ("<b>Magical Quest Coupon</b>") AND request for the PIN code from the in-branch representative to successfully redeem the Magical Quest Coupon. The in-branch representative would provide you with a stamp card containing a serial number to register for the Magical Quest Lucky Draw ("<b>Stamp Card</b>") after you have presented evidence of the successful redemption of your Magical Quest Coupon.; and</li> <li>c. <b>Step 3:</b> Fill up an <a href="#">online form</a> with your full name, phone number, email, last 4 characters of your NRIC and your Stamp Card serial number ("<b>Online Registration</b>").</li> </ul>
2	How many winners are there for the Magical Quest Lucky Draw?	There shall only be three (3) winners for this Magical Quest Lucky Draw.
3	Can I register twice for the Magical Quest Lucky Draw?	No, each customer will only be able to have a maximum of one (1) chance for the Magical Quest Lucky Draw. Only the first unique entry tagged to your name, phone number and masked ID will be considered.
4	Is SMS registration available to register for the Magical Quest Lucky Draw?	No. Customers can register to participate in this Magical Quest Lucky Draw via online form.
5	When and where is the Draw session held at?	The draw date will be on 10 February 2025 and will be conducted using a computerized system at 10am (local time) on the Draw Date, at 80 Raffles Place #13 UOB

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		Plaza 1, Singapore 048624 (or such other date, time or location as the Bank may determine at its own discretion).
6	What is the prize and the perceived value of the Magical Quest Lucky Draw prize?	One (1) 4D3N Deluxe Oceanview Stateroom with Verandah for 2 guests (estimate value at US\$2,123) on <i>Disney Adventure's</i> inaugural sailing.
7	Are there any additional fees or charges to the Magical Quest Lucky Draw prize?	The Prize excludes the prevailing goods and services tax ("GST") applicable on the retail cost of the Prize. Any room type upgrades, additional guests, onboard expenses, shore excursions and any other add-on options. The Winner shall be solely responsible to pay for such add on options.
8	When can I expect to receive the Magical Quest Lucky Draw prize if I am eligible?	If you are eligible, you will be notified by UOB based on your contact details in UOB's records.
9	Can I exchange my Magical Quest Lucky Draw prize for something else?	No. The Prize is strictly not transferable, not exchangeable for cash, credit or kind, in full or in part, and is not replaceable if lost, damaged or stolen. No reservation, refund or exchange of the Prize is allowed.