

**Frequently Asked Questions (FAQ) for  
UOB Spend and Get Promotion Christmas Campaign 2019  
Sennheiser Momentum True Wireless x Rukkit Kuanhwate  
14 Nov - 31 Dec 2019 (“Promotion”)**

<b>Section A</b>	<b>Eligibility and Spend Criteria</b>
<b>1</b>	<b>What is this promotion and how do I qualify?</b>
	<p>Card members can redeem one (1) pair of the Sennheiser Momentum True Wireless Earbuds and a UOB Limited Edition casing designed by Rukkit Kuanhwate worth S\$569.00 (“Gift”) with a minimum spend of S\$6,500 charged locally or overseas.</p> <p>To redeem the gift Card members must spend a total of at least S\$6,500 in no more than 18 Eligible Transactions</p>
<b>2</b>	<b>When is the promotion and redemption period?</b>
	<p>Spend Period: 14 November 2019 to 31 December 2019, both dates inclusive (the “Qualifying Spend Period”);</p> <p>Redemption Period: 4 December to 31 December 2019, both dates inclusive (the “Redemption Period”).</p> <p>Redemption is on a first come first served basis, while stocks last.</p>
<b>3</b>	<b>Is this exclusive to UOB Cards?</b>
	Yes, the Sennheiser Momentum True Wireless Earbuds with the UOB Limited Edition Case designed by Rukkit Kuanhwate is exclusively for UOB Cards in Singapore.
<b>4</b>	<b>Are all UOB Credit &amp; Debit Cards eligible for this promotion?</b>
	The promotion is open to all holders of any Visa, MasterCard, American Express, UnionPay and JCB credit card or debit card issued by United Overseas Bank Limited (“UOB”) in Singapore, but does not include any UOB Travel Account cards, UOB Corporate (on corporate liability) cards, UOB Purchasing cards, UOB Business cards, UOB multicurrency Corporate and Private Label cards.
<b>5</b>	<b>I hold multiple UOB Cards, do I need to consolidate the total spend on one specific UOB Card to qualify?</b>
	No, you are not required to consolidate all spend on one specific UOB Card to participate in this promotion. You can accumulate your spend on different eligible cards to meet the minimum spend.
<b>6</b>	<b>Can Principal and Supplementary Cardmembers combine their transactions to achieve the required spend?</b>
	No, Principal and Supplementary Cardmembers are not allowed to combine their spend for this promotion.
<b>7</b>	<b>Why is combining Principal and Supplementary card spend not allowed?</b>
	<p>Principal and Supplementary Cardmembers are not allowed to combine their spend for this promotion as charge slips are verified at customer level, regardless of the number of eligible cards used.</p> <p>We are opening this promotion to both Principal and Supplementary Cardmembers. As</p>

	such, Principal and Supplementary Cardmembers can redeem up to a maximum of 1 pair of Sennheiser Momentum True Wireless Earbuds each when they reach the minimum spend on their respective cards.
<b>8</b>	<b>What are the transactions excluded?</b>
	<ol style="list-style-type: none"> <li>1. Bill payment transactions, Recurring bill payments, utilities bill payments,</li> <li>2. Funds to prepaid accounts (including top-ups for any pre-paid card or mobile wallet such as GrabPay, WeChat Pay or Alipay),</li> <li>3. Instalment Payment Plan (IPP) transactions</li> <li>4. NETS transactions (for Debit Cards),</li> <li>5. Online money transfers,</li> <li>6. Balance/funds transfers, Cash advances, personal loans, fees, interests, finance charges, late payment charges, annual fee charges, reversals, other financial charges, SMART\$ transactions,</li> <li>7. Gambling-related transactions,</li> <li>8. Payments made to government institutions and services (full list found on <a href="http://app.sgdi.gov.sg">http://app.sgdi.gov.sg</a>), insurance companies, educational institutes, PayPal, AXS, charities or religious organisations,</li> <li>9. UOB LuxePay, UOB Pay Anything,</li> <li>10. Transactions that are subsequently cancelled, voided or reversed for any reason, and/or</li> </ol> <p>Any other transactions as may be prescribed by UOB from time to time.</p>
<b>9</b>	<b>Will UOB staff be eligible for this promotion?</b>
	Yes, staff is eligible for the promotion.
<b>10</b>	<b>Does this promotion apply to new Cardmembers who have applied for any UOB principal or supplementary card during this promotion period?</b>
	Yes, new Cardmembers whose principal or supplementary cards are approved during the promotion period and successfully meets the spend are eligible to redeem for the gift (while stocks last).

<b>Section B</b>	<b>Redemption of Gift</b>
<b>1</b>	<b>Where can I redeem the Sennheiser Momentum True Wireless Earbuds and Limited Edition Designer Case?</b>
	<p>Cardmembers may proceed to the redemption centre below during opening hours:</p> <p><b><u>Mojito Redemption</u></b>          Plaza Singapura Extension #04-60/61          68 Orchard Road Singapore 238839          Opening hours: 11.30am to 8.30pm          Closed on Public Holidays.</p> <p>Redemption is on a first come first served basis, while stocks last.</p>
<b>2</b>	<b>When is the redemption period from?</b>
	4 December to 31 December 2019, both dates inclusive (the “Redemption Period”).
<b>3</b>	<b>What do I need to bring along for redemption?</b>
	Each Cardmember will need to bring along all of the following items for redemption:

	<ul style="list-style-type: none"> <li>(i) Original NRIC or Passport;</li> <li>(ii) Proof of transactions via Charge Slips or UOB Mighty transaction history (for credit card online transactions) (softcopy, photocopy or duplicates are strictly not accepted) that amounts to a min. of S\$6,500 spend.</li> <li>(iii) The UOB Credit Card(s) or Debit Card(s) with the same last 4 digits as stated in the Charge Slips (photocopy, softcopy are strictly not accepted).</li> </ul> <p>UOB reserves the right to decline any redemption if any of the items are not produced upon redemption.</p>
<b>4</b>	<b>What is the maximum number of redemptions?</b>
	Each Cardmember can only redeem for a maximum ONE (1) Sennheiser Momentum True Wireless Earbuds + Limited Edition Designer Case
<b>5</b>	<b>Can I authorise another person to redeem on my behalf?</b>
	<p>Yes, please download, print, complete and sign a Letter of Authorisation that can also be found at <a href="http://uob.com.sg/xmasloa">uob.com.sg/xmasloa</a>.</p> <p>The authorised representative must bring all of the following items for redemption:</p> <ul style="list-style-type: none"> <li>(i) Original completed and printed copy of Letter of Authorisation (Photocopy or softcopy are strictly not accepted);</li> <li>(ii) his/her original NRIC/Passport/ Driving License;</li> <li>(iii) Proof of transactions via Charge Slips or UOB Mighty transaction history (for credit card online transactions) (softcopy, photocopy or duplicates are strictly not accepted) that amounts to a min. of S\$6,500 spend;</li> <li>(iv) Photocopy of the UOB Cardmember's applicable UOB Credit/Debit Card; AND</li> <li>(v) Photocopy of the UOB Cardmember's NRIC or Passport.</li> </ul> <p>UOB reserves the right to decline any redemption if any of the items are not produced upon redemption.</p>
<b>6</b>	<b>Can I call to enquire on stock availability?</b>
	<p>The redemption of the Gift is on a "first-come, first-served" basis and strictly while stocks last during the Redemption Period as stated below:</p> <p><b><u>4 December to 31 December 2019, both dates inclusive (the "Redemption Period").</u></b></p> <p>All requests or enquiries on stock balance for the Gift via the UOB Call Centre, UOB Branches, UOB Staff, UOB Relationship Managers or redemption centre will be <b><u>declined and will not be allowed</u></b>.</p> <p>For updated information if stocks are fully redeemed, visit <a href="http://uob.com.sg/xmas">uob.com.sg/xmas</a> or visit the UOB Cards facebook page.</p>
<b>7</b>	<b>Can I reserve for the Sennheiser Momentum True Wireless Earbuds + Limited Edition Designer Case?</b>
	No. Strictly <b><u>NO</u></b> reservation is allowed.
<b>8</b>	<b>Can I exchange the Sennheiser Momentum True Wireless Earbuds + Limited Edition Designer Case?</b>

	<p>No. Strictly no exchange is allowed upon redemption.</p> <p>For any defects to the <b>Sennheiser Momentum True Wireless Earbuds + Limited Edition Designer Case</b>, please present the warranty card and proceed to Sennheiser Service Centre at Mojito Redemption for queries.</p> <p>Mojito Redemption          Plaza Singapura Extension #04-60/61          68 Orchard Road Singapore 238839 Opening hours: 11.30am to 8.30pm          Closed on Public Holidays</p>
<b>9</b>	<b>Can I purchase the Limited Edition Case by Rukkit Kuanhwate at retail shops?</b>
	<p>As this is a limited edition strap designed by artist Rukkit Kuanhwate, exclusively for UOB Cards in Singapore, it is not sold in any retail stores in Singapore.</p>