


Frequently Asked Questions (“FAQs”) for UOB Christmas Campaign 2017 (“Promotion”)

Section A	Eligibility and Spend criteria
1.	What is this Promotion about and how do I qualify?
	<p>1) Redeem a Fitbit Charge 2 with limited edition strap worth S\$368 with a min. spend of S\$3,800 charged locally or overseas. To redeem, you will need to consolidate a total spend of S\$3,800 per Cardmember with a maximum of 8 original charge slips.; OR</p> <p>2) Redeem a Fitbit Ionic with limited edition strap worth S\$618 with a min. spend of S\$7,800 charged locally or overseas. To redeem, you will need to consolidate a total spend of S\$7,800 per Cardmember with a maximum of 12 original charge slips.</p>
2.	When is the promotion & redemption period?
	<p>Spend period: 9 Nov 2017 – 31 Dec 2017 Redemption period: 9 Nov 2017 – 9 Jan 2018 (while stocks last)</p>
3.	Is this exclusive to UOB Cards?
	Yes, this is a limited edition designer fitness wearable (Fitbit Ionic and Charge 2) designed by artist Tristan Eaton, exclusively for UOB Cards in Singapore.
4.	Are all UOB Credit & Debit Cards eligible for this promotion?
	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.
5.	I hold multiple UOB Cards, do I need to consolidate the total spend on one specific UOB Card to qualify?
	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.
6.	Can Principal and Supplementary Cardmembers combine their transactions to achieve the required spend?
	<p>No, Principal and Supplementary Cardmembers are not allowed to combine their spend for this promotion.</p> <p>However, Supplementary Cardmembers can also participate in this promotion.</p>
7.	Why is combining Principal and Supplementary card spend not allowed?
	<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 such, Principal and Supplementary Cardmembers can redeem up to a maximum of 1 wearable each when they reach the minimum spend on their respective cards.</p>

8.	What are the transactions excluded?
	<ol style="list-style-type: none"> 1. NETS transactions (for debit cards) 2. Any transactions without Charge Slips 3. Any Instalment Payment Plan (“IPP”) transactions 4. Online transactions 5. Transaction history on mobile devices & phones (customers to produce the charge slip for redemption) 6. Insurance Companies 7. Educational institutes 8. Government agencies such as hospitals, polyclinics, schools (full list found on http://app.sgdi.gov.sg), charities, court fees, fines, bail, tax. 9. Balance/fund transfers, SmartPay, LuxePay, Pay Anything or Payment Facility, Personal Loan, Instant Loan, cash advances 10. PayPal, AXS, payment of funds to prepaid accounts, recurring bill payments, utilities bill payments 11. Bank fees and charges 12. Any transaction that was subsequently cancelled, voided or reversed for any reason <p>Please refer to full terms and conditions for details.</p>
9.	Will UOB staff be eligible for this promotion?
	Yes, staff is eligible for the promotion.
10.	Does this promotion apply to new Cardmembers who have applied for any UOB principal or supplementary card during this promotion period?
	Yes, new Cardmembers whose principal or supplementary cards are approved during the promotion period and successfully meets the spend are eligible to redeem for a wearable (subject to availability).

Section B	Redemption
1.	Where can I redeem the Limited Edition Designer Fitness wearable?
	<p>Cardmembers may process to the redemption centre below during opening hours from 9 November 2017:</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>
2.	What do I need to bring along for redemption?
	<p>Each Cardmember will need to bring along all of the following items for redemption:</p> <p><u>For redemption of Fitbit Ionic</u></p> <ul style="list-style-type: none"> (i) Original or a copy of NRIC or Passport; (ii) A maximum of twelve (12) original Charge Slips amounting to S\$7,800 (photocopy, softcopy or duplicates are strictly not accepted); AND (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). <p><u>For redemption of Fitbit Charge 2</u></p> <ul style="list-style-type: none"> (i) Original or a copy of NRIC or Passport; (ii) A maximum of eight (8) original Charge Slips amounting to S\$3,800 (photocopy, softcopy or duplicates are strictly not accepted); AND (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). <p>UOB reserves the right to decline any redemption if any of the items are not produced upon redemption.</p>
3.	What is the maximum number of redemptions?
	<p>Each Cardmember can only redeem for a maximum one (1) wearable (regardless of models).</p>
4.	Can I authorise another person to redeem on my behalf?
	<p>Yes, please download, print, complete and sign a Letter of Authorisation that can also be found at uob.com.sg/xmasloa.</p> <p>The authorised representative must bring all of the following items for redemption:</p> <p><u>For redemption of Fitbit Ionic</u></p> <ul style="list-style-type: none"> 1. Original completed and printed copy of Letter of Authorisation (Photocopy or softcopy are strictly not accepted); 2. his/her original NRIC/Passport; 3. Maximum of twelve (12) Original Charge Slips amounting to S\$7,800; 4. Photocopy of the UOB Cardmember's applicable UOB Credit/Debit Card; AND 5. Photocopy of the UOB Cardmember's NRIC or Passport. <p><u>For redemption of Fitbit Charge 2</u></p> <ul style="list-style-type: none"> 1. Original completed and printed copy of Letter of Authorisation (Photocopy or softcopy are strictly not accepted); 2. his/her original NRIC/Passport; 3. Maximum of eight (8) Original Charge Slips amounting to S\$3,800; 4. Photocopy of the UOB Cardmember's applicable UOB Credit/Debit Card; AND 5. Photocopy of the UOB Cardmember's NRIC or Passport.

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5.	Can I call to enquire on stock availability?
	<p>The redemption of the Gift will be available from 9 November 2017, on a “first-come, first-served” basis and strictly while stocks last during the Redemption Period.</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 declined and will not be allowed. For updated information if stocks are fully redeemed, visit uob.com.sg/xmas or visit the UOB Cards facebook page.</p>
6.	Can I reserve for the Fitbit wearable?
	Strictly no reservation is allowed.
7.	Can I exchange the Fitbit wearable?
	<p>Strictly no exchange is allowed upon redemption.</p> <p>For any defects to the watch or strap, please present the warranty card and proceed to Fitbit 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>

Section C	Fitbit Pay
1.	Who can apply use Fitbit Pay?
	Fitbit Pay is only available for customers using Fitbit Ionic wearable and is available in several countries who use credit or debit cards from participating issuers including UOB.
2.	Where can I use Fitbit Pay?
	You can use Fitbit Pay to purchase items in any store that accepts contactless payments. To determine if the store accepts Fitbit Pay, look for the symbol below on the payment terminal: 
3.	How do I use the wallet?
	The Wallet section of the Fitbit app is where you add and remove payment cards for Fitbit Pay, edit a payment method, and review recent purchases. If you lose Ionic, you can also suspend the card on your watch for added security. To open the Wallet, on the Fitbit app dashboard, tap or click the Account icon > Tap or click your watch tile > Wallet.
For more information on Fitbit Pay, visit here .	

Section D	Others
1.	Who is Tristan Eaton?
	One of the most prominent street artists working today, the American street artist focuses on his Fine Art and large-scale mural work full-time, which can be found in dozens of cities across the globe from Paris to Shanghai. Eaton's work can also be seen in the Museum of Modern Art's (MoMA) permanent collection. Brands and media around the globe – Gucci, Bulgari, Bloomingdale's, Cartier, Chanel, Dolce & Gabbana, Style.com Korea, Mercedes Benz Fashion Week Russia. His work was also featured in publications including Vogue Russia, Korea, Elle Russia, Harper's Bazaar US, Kazakhstan, Vogue Girl Korea, GQ, Valentino's design headquarters and many more.
2.	How do I change the strap of the Fitbit wearable?
	Please visit here for more details.
3.	Can I purchase the Limited Edition straps by Tristan Eaton at retail shops?
	As this is a limited edition strap designed by artist Tristan Eaton, exclusively for UOB Cards in Singapore, it is not sold in any retail stores in Singapore.

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