

Frequently Asked Questions

FOR “UOB PERSONAL INTERNET BANKING ‘SIMPLER & SMARTER’ PROMOTION” (“Promotion”)

1. How do I qualify for the Promotion?

1.1 You must:

- a. have a United Overseas Bank Limited current and/or savings account(s) and/or card account(s) is/are active, valid, subsisting, in good standing and is/are satisfactorily conducted at all times as determined by UOB in its discretion (“**Account(s)**”); and
- b. have successfully signed up for UOB Personal Internet Banking prior to or during the Promotional Period.

1.2 You will not be eligible for the Promotion if:

- a. your UOB bank and/or card account(s) are not active, valid, subsisting or in good standing and is/are not satisfactorily conducted at all times as determined by UOB in its discretion; or
- b. your UOB Personal Internet Banking is terminated before/on 25 October 2015; or
- c. you are an employee of UOB who is directly involved in organizing and/or promoting the Promotion; or
- d. you are or become mentally unsound, facing legal incapacity or is not capable of handling their affairs, deceased, insolvent, bankrupt or have legal proceedings (or any threat) of any nature instituted against you.

2. What do I stand to win and how can I win it?

You may win a cash prize worth S\$10.00 (“Cash Prize”). To win this Cash Prize, simply be one of the first fifty (50) qualified Customers of each week during the Promotional Period to successfully perform one Qualifying Online Transaction and have successfully submitted the completed online survey form that is available on uob.com.sg/simplersmarter during the respective Promotional week. You can only win a maximum of one Cash Prize during the Promotional Period.

3. What are the Qualifying Online Transactions?

The table below sets out the Qualifying Online Transactions:

Qualifying Online Transactions	Criteria
Funds Transfer	<ul style="list-style-type: none"> • Transaction must be performed via your UOB Personal Internet Banking • Minimum amount for each funds transfer is S\$10.00 • The transaction amount must be successfully deducted from your UOB account during the relevant Promotional Week

Bill Payment	<ul style="list-style-type: none"> • Transaction must be performed via your UOB Personal Internet Banking • Minimum amount for each bill payment is S\$10 • The transaction amount must be successfully deducted from your UOB account during the relevant Promotional Week
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4. What is the duration of each week in the Promotional Period?

Each week during the Promotional Period shall be broken down as follows:-

Week	Dates and Times (Singapore dates/times, both dates and time inclusive)
1	3 August 2015, 12.00 a.m. – 9 August 2015, 11.59 p.m.
2	10 August 2015, 12.00 a.m. – 16 August 2015, 11.59 p.m.
3	17 August 2015, 12.00 a.m. – 23 August 2015, 11.59 p.m.
4	24 August 2015, 12.00 a.m. – 30 August 2015, 11.59 p.m.
5	31 August 2015 2015, 12.00 a.m. – 6 September 2015, 11.59 p.m.
6	7 September 2015, 12.00 a.m. – 13 September 2015, 11.59 p.m.
7	14 September 2015, 12.00 a.m. - 20 September 2015, 11.59 p.m.
8	21 September 2015, 12.00 a.m. – 27 September 2015, 11.59 p.m.
9	28 September 2015, 12.00 a.m. – 4 October 2015, 11.59 p.m.
10	5 October 2015, 12.00 a.m. - 11 October 2015, 11.59 p.m.
11	12 October 2015, 12.00 a.m. – 18 October 2015, 11.59 p.m.
12	19 October 2015, 12.00 a.m. – 25 October 2015, 11.59 p.m.

5. How do I know if I have won the Cash Prize?

If you are eligible and entitled to the Cash Prize, you will receive an SMS on or before 18 December 2015, notifying you that you are entitled to the Prize. SMS will be sent to your mobile phone number as provided in the completed survey form referred to under Paragraph 2 above.

Cash Prize will be credited into the UOB bank account that you used to perform the Qualifying Online Transaction. For the avoidance of doubt, the Cash Prize will be forfeited if the said UOB bank account is closed before the Cash Prize is credited or if the said UOB bank account is not active, valid, subsisting, in good standing and is/are satisfactorily conducted at all times as determined by UOB in its discretion.

6. I have forgotten my UOB Personal Internet Banking Username. What should I do?

If you have forgotten your Username, please call our 24-hour hotline 1800 222 2121 (or +65 6222 2121 when calling from overseas) for assistance.

7. I have forgotten my UOB Personal Internet Banking Password. What should I do?

You can replace your Password in one of the following ways:

- a. Visit any UOB Branch –
Simply approach any of our staff for assistance
- b. Perform a password change at any UOB ATM –



At the ATM, select Cashcard/Other Trans/NETS FlashPay > Other Transactions > Internet/Phone Banking/UOB Mobile > Internet Banking/UOB Mobile > Password Replacement

- c. Fill in a UOB Personal Internet Banking Form –
Print, complete and mail the UOB Personal Internet Banking – [Information Update Form](#) to us. Your new Password will be sent to you by post.

Do note that our website or call centre **does not** facilitate your UOB Personal Internet Banking Password replacement.

8. How do I apply for UOB Personal Internet Banking 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->Sign Up. Once you are issued with UOB Personal Internet Banking access, you can download the UOB Mobile App from [App Store](#) or [Google Play](#).

9. What if I am not a UOB customer?

If you don't have a UOB bank account, you can open a UOB bank account at any UOB branch.

The above is provided for general information only. Full terms and conditions of the Promotion ("**Terms and Conditions**") apply. Visit uob.com.sg/simplersmarter for the full Terms and Conditions. Words and expressions used here shall have the same meaning as those in the full Terms and Conditions.

United Overseas Bank Limited Co. Reg. No. 193500026Z