

TERMS AND CONDITIONS FOR PRIZE REDEMPTION

UOB TMRW EHONGBAO 2025 PROMOTION (2 JANUARY TO 26 FEBRUARY 2025)

Thank you for participating in the UOB TMRW EHONGBAO 2025 PROMOTION (2 January to 26 February 2025 (the “**Promotion**”). Redemption of all Prizes shall be governed by the terms and conditions of the Promotion (the “**Promotion Terms**”, accessible [here](#)) and the applicable terms and conditions set out herein.

Winners of Return Flight Tickets to Tokyo/Bangkok

You must have received an SMS sent by us to your Singapore mobile number registered with us confirming your eligibility to redeem a pair of return flight tickets to either Tokyo or Bangkok (the “**Air Tickets**”) as your Prize (as defined in the Promotion Terms) based on your Game Result (as defined in the Promotion Terms), together with your promo code for redemption of the Air Tickets (the “**Redemption SMS**”).

The Air Tickets may only be redeemed via Trip.com by following the steps below:

Step 1: Download the Trip.com App. Sign up/log in to your Trip.com account.

Step 2: Go to the “Account” tab at the bottom right corner.

Step 3: Tap on the setting icon at the top right corner.

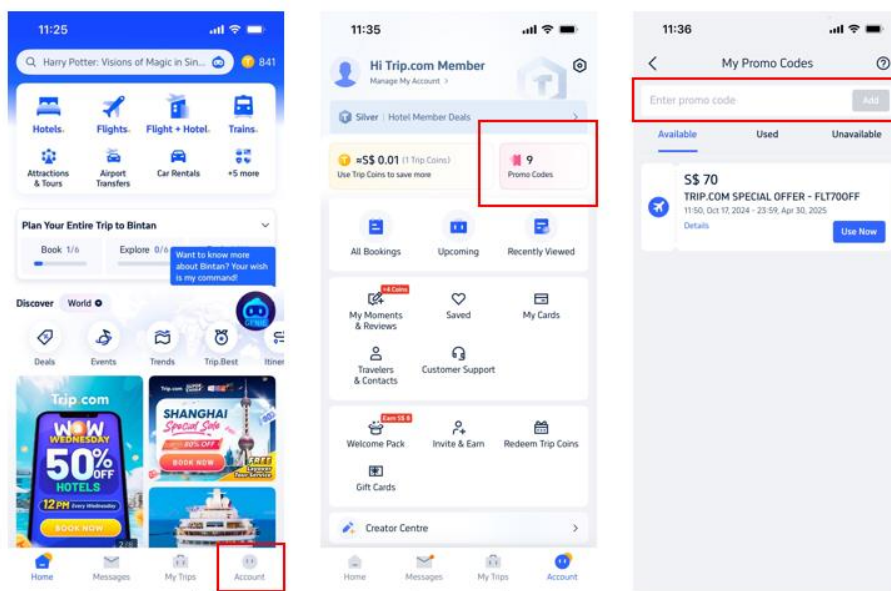
Step 4: Tap on “Country or Region” and select “Singapore”, with the currency set as “SGD”.

Step 5: Tap on “Promo Codes”.

Step 6: Enter the promo code indicated in your Redemption SMS under “My Promo Codes”. Note:

Promo code is only available for use on Trip.com App’s Singapore site.

Step 7: Wait for the promo code to appear and tap on “Use Now”. If the promo code does not appear, please refresh the app and try again.





TERMS AND CONDITIONS FOR THE REDEMPTION OF THE AIR TICKETS

1. No replacement will be issued for a lost, stolen or deleted Redemption SMS.
2. Unless otherwise stated in the Redemption SMS, the promo code indicated in the Redemption SMS shall be valid for redemption until and including 30 April 2025 (23:59 hours Singapore time) ("**Redemption Deadline**"). UOB will not extend the Redemption Deadline for any reason whatsoever. If you fail to successfully redeem your Air Tickets by the Redemption Deadline, the Air Tickets awarded to you will be automatically forfeited without any compensation or liability to you.
3. The Redemption SMS is limited to the redemption of one pair of Air Tickets to the destination specified in the Redemption SMS only. For the avoidance of doubt, if you have won a pair of return trip tickets to Tokyo, the redemption code you have received will only be eligible for an offset on tickets purchased for Tokyo and not any other destination.
4. The Air Tickets are only valid for round-trip travel to Tokyo or Bangkok (as the case may be) originating from Singapore and must be paid in Singapore Dollars. Outbound travel period of 1 February 2025 to 31 July 2025 applies.
5. Your promo code can only be utilised once in a single booking up to the prescribed value accorded for that destination to which your Prize relates – Tokyo (SGD1,800) and Bangkok (SGD700). The prescribed value for the Air Tickets awarded to you include the price of the air ticket and the prevailing goods and services tax only, but excludes any additional fees, charges and other taxes which may be imposed in connection with your booking.
6. Any difference between the prescribed value and the final cost of the Air Tickets purchased by you shall be borne solely by you, and not UOB or Trip.com. Any unutilised amount will be forfeited.
7. In the event more than one Prize is redeemed with the Redemption SMS or if you have redeemed Air Tickets to a destination other than your awarded destination in the Redemption SMS, UOB may at its sole and absolute discretion reclaim the Prize(s) or an amount equal to the value of the Prize(s) in whatever manner it deems fit.
8. Advance seat selection (if available) is subject to availability at the time of request, and additional fees may apply for advance seat selection which shall be solely borne by you.
9. Promo codes used to make any bookings which are then modified by customer service hotline will be considered null and void. In such an event, customers will not be credited back with the promo code and will not be entitled to any new promo code.
10. Promotions cannot be used in conjunction with any other discount, promotions, cashback sites, rewards, loyalty programmes, discounted items and fixed price items (unless specified).
11. All fares and travel on board the flights to the available destinations remain subject to the relevant airline's Conditions of Carriage.
12. All queries related to the utilisation and redemption of the promo code on Trip.com shall be directed to Trip.com's Customer Support that is reachable from within the Trip.com App.



Winners of Delsey 26” Comete+ Luggage

You must have received an SMS sent by us to your Singapore mobile number registered with us confirming your eligibility to redeem a Delsey 26” Comete+ Luggage as your Prize (as defined in the Promotion Terms) based on your Game Result (as defined in the Promotion Terms) (the “**Luggage**”) together with your serial code for redemption of the Luggage (the “**Redemption SMS**”).

To redeem your Luggage, please present the Redemption SMS and your original NRIC/Passport at the redemption centre listed below:

Redemption Outlet: Customer Service Counter		Redemption Hours
JoinUs (ITIS Pte Ltd)	175 Bencoolen Street Burlington Square #01-27 Singapore 189649 Nearest MRT: Rochor Station DT13, Exit A	Monday to Saturday (11.00AM – 6.00PM) Closed on Sundays and Public Holidays and Eve of Chinese New Year Contact Number: 6238 1802

Please note that the Luggage must be redeemed by the deadline stated in the Redemption SMS. Prizes which have not been redeemed by the stipulated deadline will be automatically forfeited.

TO AUTHORISE ANOTHER PERSON TO COLLECT ON YOUR BEHALF

If you are unable to redeem the Luggage personally, **please print and complete the authorisation slip set out in Annex 1 below.**

To redeem the Luggage, the authorised person must present all of the following at the time of redemption:

- a forwarded copy of the Redemption SMS on his/her mobile phone;
- a hardcopy original of the duly signed authorisation slip in the form set out in Annex 1 below;
- a copy of your NRIC/Passport for verification purposes at the redemption centre; and
- the authorised person’s original NRIC/Passport for verification purposes at the redemption centre.

In the event that any of the above documents are not presented at the time of redemption, the authorised person will not be entitled to redeem the Luggage.



TERMS AND CONDITIONS FOR THE REDEMPTION OF THE LUGGAGE

1. No replacement will be issued for a lost, stolen or deleted Redemption SMS.
2. Redemption of the Luggage is available from now till 30 April 2025 during the specified redemption hours. UOB will not extend the redemption period for any reason whatsoever. Any Luggage that is not redeemed within the prescribed redemption date stated herein will be automatically forfeited without compensation or liability to you.
3. The Redemption SMS is limited to the redemption of one Luggage only.
4. The Luggage is only available in Black or Laguna colour and will be subject to availability and based on a first-come-first-served basis. You may wish to call and/or email the redemption centre to check on stock availability before collection.
5. The authorisation slip and acknowledgement slip will be retained by the redemption centre and returned to UOB.



ANNEX 1: AUTHORISATION SLIP

Please print and complete the authorisation slip.

The authorised person must present a forwarded copy of the Redemption SMS on their mobile phone, a hardcopy original of the duly signed authorisation slip, a copy of the customer's NRIC/Passport and the authorised person's original NRIC/Passport for verification purposes at the redemption centre at the time of redemption.

I, _____ (Name of Customer), _____ (Last 4 characters of NRIC/Passport), hereby authorise

_____ (Name of Authorised Person), _____ (Last 4 characters of NRIC/Passport), to redeem the Delsey Luggage on my behalf.

Redemption Serial Code: _____

I confirm that I have read, understood and agree to the terms and conditions governing the redemption of the Luggage set out above and the terms and conditions governing the Promotion available on <https://www.uob.com.sg/assets/web-resources/personal/pdf/digital-banking/Iny/terms-and-conditions-for-uob-tmrw-e-hongbao-2025-promotion.pdf>.

Customer's Signature: _____ Date: _____

ACKNOWLEDGEMENT SLIP:

I, _____ (Name), hereby acknowledge the receipt of the Delsey Luggage.

Customer's/Authorised Person's Signature: _____ Date: _____