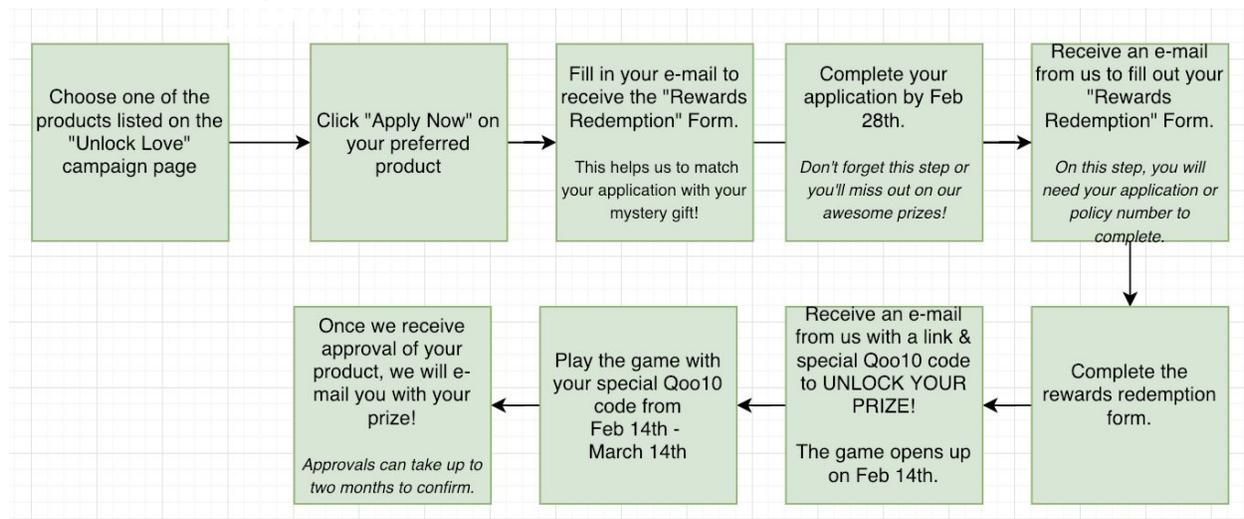


How does the campaign work?



I have the link but can't play the game?

The game is available from 14 February 2019 - 14 March 2019. If you've applied for a product between in the month of February, you will receive an email from us with a special link and secret Qoo10 code to unlock your prize!

Can I play the game more than once?

Sure! But you need to apply and get approved for multiple products. For example, if you apply and get approved for a credit card and buy travel insurance through SingSaver you can play and win two gifts!

What is the "special Qoo10 code"?

The special Qoo10 code will be revealed once you complete the Rewards Redemption Form in your inbox. Once you complete the form, you will receive an email with the secret code & link to play.

The Rewards Redemption form says I need an application number, but I purchased travel insurance?

For travel insurance, please use your policy number provided in the confirmation email from the provider.

Where do I find my application / policy number?

[Link to find your application number.](#)

[Link to find your policy number.](#)

Can I apply for a product not listed on the page?

Unfortunately not! Only products listed on the page are applicable to the "Unlock Love" gifts

I have received my exclusive sign-up gift. When will I receive my “Unlock Love” gift?

The exclusive sign-up gift and Unlock Love bonus gift will be fulfilled separately. If eligible, you will receive the redemption emails for the two gifts separately.

We shall email redemption details to eligible applicants within two weeks of confirmation by our bank partners that your application has been approved.

In our experience, depending on when you submit your application, it could take up to 90 days for our bank partners to provide this information.

I picked a gift on the “Unlock Love” page, but I forgot what I won. How do I check?

Please write in to info@singsaver.com.sg to confirm with your corresponding application number.

I don't like the gift that I drew on the Unlock Love game. Can I draw again or change my gift?

No, only the first draw is counted. Subsequent draws using the same special Qoo10 code will not be valid.

What if I entered a wrong special Qoo10 code during the draw?

This draw entry will be deemed as invalid. You will need to use the correct special Qoo10 code on the Unlock love game in order to confirm your gift for that application.

When is the last date for me to play the game and win a gift?

You have until 14 March 2019 to make the draw. However, the application of credit card/personal loan or purchase of travel insurance itself, has to be done before 28 February 2019.

I applied for a credit card/ personal loan but it was rejected. Will I get any gifts?

No, both the exclusive sign-up gift and bonus lucky draw gift is applicable only if the card or loan is approved, on top of other [terms and conditions](#). Please note that approval is done at the sole discretion of the bank and SingSaver will not be able to influence this decision.

What if I did not submit my Application Reference Number within 14 days?

We regret to inform that you will not be eligible to participate in the Unlock Love game.

My special Qoo10 code does not work, what should I do?

Please write in to help@qoo10.sg if your Qoo10 code to unlock the gift does not work.

I did not receive a special Qoo10 code, what should I do?

Please write in to info@singsaver.com.sg with your details:

- Full name
- Email add used for application

- Product applied for
- Date of application
- Application Reference Number / Policy Number (s)
- Card approval date