



May Madness Promotion FAQ

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How Does This Promotion Work?

Be the first 15 applicants to apply via our campaign page, complete the Rewards Redemption Form and be approved by the provider by 24 June 2019; and stand to win \$500 cash.

Step 1: Apply for a product on the promotion's page between **21 to 24 May** starting from **0900**

hrs: <https://www.singsaver.com.sg/credit-card/may-madness-singsaver-citi-flash-sale>

Step 2: Be the first 15 approved applicants to complete your Rewards Redemption Form accurately (link will be sent to your email) within the promotion date and time

Step 3: Get your product application approved by 24 June 2019

Step 4: Receive notification of your approval reward from 24 July 2019

How To Be Eligible

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

Unfortunately no. Only products listed on the promotion page (<https://www.singsaver.com.sg/credit-card/may-madness-singsaver-citi-flash-sale>) will be eligible for this Flash Sale promotion.

Alternatively, do visit www.singsaver.com.sg for other products Please note that the offer might differ from what's listed on the promotion website.

If I submitted my Application Reference Number to SingSaver within 3 days, will I still stand to win?

We encourage participants to complete their Rewards Redemption Form as early as possible as only the first 15 completed Rewards Redemption Forms with valid and accurate information that are approved by the bank, will be eligible to win the applicable reward for that day.

What if I made an application on the previous day or before 9:00am on the promotion day, will I still be eligible?

Your application would not be eligible for the promotion as we will only take applications made on the same day during the promotion period. Application process starts from the time the applicant clicks the "Apply Now" button on SingSaver campaign page.

Some examples of non-eligibility include:

- Applied for product on previous day: Not eligible
- Applied for product on the same day of the promotion but before 0900hrs/ 9am: Not eligible
- Applied for a product **before promotion date or time** but submitted email and Rewards Redemption Form within the promotion date and time: Not eligible.



- Submitted email to SingSaver and applied for a product within promotion period, but is not the first 15th to complete submission of the Rewards Redemption Form: Not eligible

What if I submitted a wrong Application Reference Number or provided wrong information in the Reward Redemption Form?

We regret to inform that you will not be eligible for any rewards in this promotion.

I am an existing cardholder. Will I be eligible for the \$500 cash?

Yes, you will be eligible for the May Madness Deal gift if you are one of the first 15 successful applicants with completed Reward Redemption Forms.

Please refer to the [Terms and Conditions of this promotion](#) for more details.

Can I cancel that application and re-apply the next day?

As long as you are an Eligible New Customer and applied during the promotion period, you will be entitled to receive the \$300. An Eligible New Customer is someone who:

- Does not have an existing Citibank Credit Card account at the point of applicable to this promotion; and
- Did not have a Citibank Credit Card account closed in the last 12 months prior to the date of applicable; and
- Is not a United States (“U.S.”) Citizen, U.S. Resident, or U.S. Green Card holder. A person is a “U.S. Resident” if he is present in the U.S. for more than 31 days in the current calendar year, and for an average of at least 183 days over the current calendar year and the preceding calendar years.

Can I apply for more than 1 card and get more than 1 Reward if I am approved for both cards?

If you are amongst the first 15 successful applicants for one of the cards, you will be eligible for the May Madness Deal Reward of \$500 cash for that card. For your second card’s successful



application, you will only be eligible for the Card Approval Gift of SGD 30 NTUC FairPrice Vouchers, even if both applications are amongst the first 15 completed Rewards Redemption Form applicants on a daily basis, who are approved by the provider.

Do note that the first 15 Successful Applicants will only be entitled to receive one (1) Reward (\$500 cash) throughout the May Madness Promotion campaign.

Subsequent successful applications by the same customer will only be entitled to receive the Card Approval Gift of SGD 30 NTUC FairPrice Vouchers.

Please refer to the [Terms and Conditions of this promotion](#) for more details.

How do I know if I am qualified for the \$500 cash?

Your application would need to be approved in the order of 1st to 15th completed Reward Redemption Form applications on each of the promotion days (promotion starts at 09:00 AM daily).

How does SingSaver select the eligible applicants for the Reward?

We would pick out the first 15 completed Rewards Redemption Form applications with valid and accurate information within the promotion date and time; these will be matched with the providers' data to run eligibility checks (such as the date and time of application, new/existing cardholder status etc).

Once the selected first 15 who pass the eligibility checks are approved by the bank, these 15 applicants will stand to win the Reward for the promotion day.

For example:

If you are 20th applicant who completed the Rewards Redemption Form and,

- **Scenario 1:** The first 15 who completed the Rewards Redemption Form are all approved by the bank, you would therefore not be eligible for the Reward.
- **Scenario 2:** Out of the first 10 who completed the Reward Redemption Form, 5 were not approved, and if you as the 20th applicant who completed the Rewards Redemption Form, have been approved by the bank, you would be eligible for the Reward.

What if I did not submit my Application Reference Number to SingSaver within 3 days?

We regret to inform that you will not be eligible for the prizes featured in this promotion.

However, if your Rewards Redemption Form was submitted to SingSaver by the 7th day after the Promotion period, you may still be eligible for any applicable Approval Reward provided your card application was approved by the bank/provider before 24 June 2019.

Please view [Flash Sale's Promotion Terms and Conditions](#) for details.

If I applied for a credit card from SingSaver's page, but it was not from the campaign page, can I still be part of the Flash Sale?

Only credit cards signed up through the campaign promotion page: <https://www.singsaver.com.sg/credit-card/may-madness-singsaver-citi-flash-sale> will be eligible to participate in this Flash Sale.

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

If your application was rejected, you will not be eligible to receive the reward as that is dependent on your product approval.

Please see our [Flash Sale's Promotion Terms and Conditions](#) for more details.

About Application

What if I did not receive the Rewards Redemption Email?

In order to receive the Rewards Redemption Email, the online application has to be completed through SingSaver. When clicking on “Apply Now” for the product you are interested in, you will be prompted to enter and submit your email address before proceeding with the product application on the provider’s website. Please ensure that you have not skipped this step of registering for rewards with your email address.

Following the online application for your card/ product, complete the SingSaver Rewards Redemption Form sent to you via your registered email address. Fill up this form with your card/ product application details complete with the accurate Application Reference Number (you may wish to refer to this article on [How To Find Your Application Reference Number and common Reference Number formats](#)).

Your application’s eligibility for SingSaver rewards are dependent on these main factors:

- Application through SingSaver, of any product eligible for the promotion within promotion period
- Be the 1st 15 to complete submission of the Rewards Redemption Form.
- Your provision of accurate details via the Rewards Redemption Form (sent to your email address for the respective product) within the promotion period
- The respective bank partners’ concurrence that you are eligible for SingSaver rewards as per the [Promotion Terms and Conditions](#)

When the application is approved by the respective bank with the approved product being successfully activated by the applicant within 30 days; and the bank confirms the applicant’s eligibility to receive the Reward, SingSaver will then email the applicant with details on how to collect the Reward.

As emails are SingSaver’s primary method of communicating with you, please add us to your “Safe Sender” list or Primary mail folder to ensure you receive all communicate from us. For your reference, we have also prepared this [short video](#) about the Reward Redemption Process.

When I try to fill up my Rewards Redemption Form, it asks me to select my Preferred Rewards?

In the event that you are not the first 15 approved applicants of the day, the preferred reward you have indicated here will be the reward that would be fulfilled by SingSaver, provided you have met the [Terms and Conditions](#) of this promotion.

SingSaver Rewards Redemption Form

Thank you for your recent application for Flash Sale 3 - Citi PremierMiles Visa Card on SingSaver. Complete the information below so we can process your Reward.

Name (as in NRIC)
e.g: Chan Tai Man

Contact mobile no.
e.g: 98765432

Preferred reward
- Select Preferred Reward -
- Select Preferred Reward -
NTUC Fairprice Vouchers
Takashimaya Vouchers
Grab Codes

I accept SingSaver.com.sg's [terms and conditions](#) and [privacy policy](#).

Confirm
We keep your data safe

Where do I find my application number/policy number?

[Here's how to find your application reference number.](#)

As a reference, here are some examples of reference numbers provided by our card issuing partners:

Provider	Credit Card
Citibank	12 digits (alphanumeric)

About Approval and Rewards

It has been more than 60 days since my application has been approved and I did not receive an email for the reward collection. What should I do?

First, you may check and confirm that the product you have applied for comes with a reward upon application. You can refer to [Terms and Conditions](#) on the eligible products for this promotion.

Second, check that you have completed the Rewards Redemption Form that was sent to your email and that it has been successfully submitted your application reference number/policy number. ([Here's how to find your application reference number](#)).

Third, check your spam or promotions mail - our email may have been wrongly classified into these folders. As emails are SingSaver's primary method of communicating with you, please add us to your "Safe Sender" list or move us to your Primary mail folder to ensure you receive all communications from us.

Do also check that you have successfully activated the card within 30 days of card approval.

If you have done all of the above and your question remains unanswered, please drop us an email with your application details below to info@singsaver.com.sg

Product applied for:

Name on product applied for:

Email used for product application:

Application Reference Number:

Date Applied for product:

Date the Rewards Redemption Form was completed and submitted:

Approval date of product:

Activation date of card:

Will I still receive the usual vouchers upon card application/approval if I sign up for this flash sale promotion?

As eligible applicants will only be entitled to receive one (1) Reward and this promotion cannot be combined with other offers. This means that you will **either** receive the \$500 cash **or** the usual vouchers. The usual vouchers are:



Eligible New Customers:

SGD 300 NTUC FairPrice Vouchers, Takashimaya vouchers or Grab promo codes

Eligible Existing Customers:

SGD 30 NTUC FairPrice Vouchers

Please see our [Flash Sale's Promotion Terms and Conditions](#) for more details.

If I am the first 15 eligible applicants for May Madness and am also eligible for other campaign promotions which I applied for as well, which reward will I get?

If you are amongst the first 15 eligible applicants for the May Madness reward, and as all promotions cannot be combined with other offers, we will assign the higher value reward to your application (e.g.: \$500 cash), and your application would not be eligible for any other promotional offers.

Am I expecting the rewards of \$500 cash from SingSaver or the respective participating banks?

This promotion is fully organised by SingSaver, not the participating banks. If you have any questions regarding rewards fulfillment, please write to us at info@singsaver.com.sg.