

Win a Trip to Tokyo! FAQ

Last updated: 1 June 2019

How Does This Promotion Work?	2
How To Be Eligible	4
If I have never owned a credit card and I have applied for every single card in this promotion, would I be eligible to multiple bonus gifts?	4
Can I apply for a product not listed on the page?	5
If I made an application before or after the promotion period, will I still be eligible?	5
What if I submitted a wrong Application Reference Number or provided wrong information in the Reward Redemption Form?	6
I am an existing cardholder. Will I be eligible for \$820 worth of rewards?	6
What happens if I cancel an application and apply for the same card again the next day?	6
Can I apply for more than 1 card and get more than 1 Reward if I am approved for both cards?	8
How do I know whether I will receive the trip to Tokyo?	8
If I applied for a credit card from SingSaver's page, but it was not from the promotion page, can I still be part of Win a Trip to Tokyo promotion?	9
I applied for a credit card but it was rejected. Will I get any gifts?	9
About Application	10
What if I did not receive the Rewards Redemption Email?	10
When I try to fill up my Rewards Redemption Form, it asks me to select my Preferred Rewards?	11
Where do I find my application number/policy number?	11
About Approval and Rewards	13
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?	13
FAQs: Win a Trip to Tokyo	14
How many winners will be chosen for the contest?	14
Can I submit 3 creative answers and 3 valid and approved application reference numbers and win 3 trips to Tokyo?	14
How will I receive this trip to Tokyo?	14
Will I be limited to travel to only Japan?	14
Must my application be approved to win the contest?	14
Can I submit an entry without a card application, or use an old card application?	14
If I submit the wrong reference number, for the creative answer, can I re-submit?	15
If I am a winner, how will I receive the trip to Tokyo?	15



Is there a deadline to submit the creative answer? 15

I submitted my details through the redemption link, but missed out on the other field. Can I still submit my answer? 15

How Does This Promotion Work?

Step 1: Apply for a participating credit card via our promotion page

(<https://winatriptotokyo.singsaver.com.sg/airmiles> or

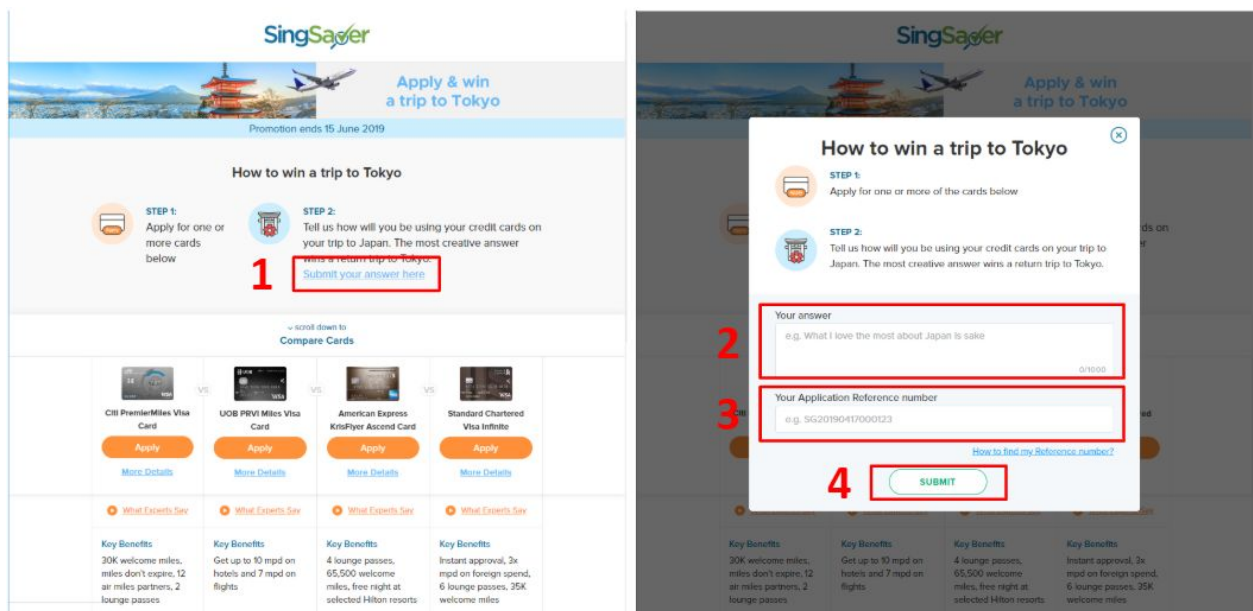
<https://winatriptotokyo.singsaver.com.sg/cashback>) during the promotion period: 22 May -

22 Jun 2019

Promotion Page	Promotion Period	Eligible Cards
Travel https://winatriptotokyo.singsaver.com.sg/airmiles	22 May - 22 Jun 2019	Citi PremierMiles Visa Card
		UOB PRVI Miles Visa Card
		American Express Singapore Airlines KrisFlyer Ascend Credit Card
		Standard Chartered Visa Infinite
Cash Back https://winatriptotokyo.singsaver.com.sg/cashback	22 May - 22 Jun 2019	Citi Cash Back Visa Card
		Standard Chartered Unlimited Credit Card
		HSBC Advance Credit Card
		American Express True Cashback Card

Step 2: Complete the Rewards Redemption Form sent to your registered email address before 29 Jun 2019.

Step 3: Answer the question on our promotion page: How will you be using your credit cards on your trip to Japan?



Step 4: Get your credit card application approved within 30 days of your card application date

Step 5: Receive notification of your approval reward between 60 to 90 days from the date of your application.

Step 6: Receive notification of whether you won a trip to Tokyo by 19th July 2019

How To Be Eligible

If I have never owned a credit card and I have applied for every single card in this promotion, would I be eligible to multiple bonus gifts?

Yes, you will be. Your gift breakdown will be:

Promotion Page	Promotion Period	Eligible Cards	Customer Status	SingSaver Card Approval Reward
Travel https://winatriptotoky.o.singsaver.com.sg/airmiles	22 May - 22 Jun 2019	Citi PremierMiles Visa Card	New Customer	<u>22 May to 31 May 2019</u> \$300 NTUC, Taka vouchers, or Grab promo codes <u>1 June to 30 June 2019</u> \$200 NTUC, Taka vouchers, or Grab promo codes
		UOB PRVI Miles Visa Card	New Customer	\$50 cash
		American Express Singapore Airlines KrisFlyer Ascend Credit Card	New Customer	N.A.
		Standard Chartered Visa Infinite	New Customer	\$100 cash when card is activated
Cash Back https://winatriptotoky.o.singsaver.com.sg/cashback	22 May - 22 Jun 2019	Citi Cash Back Visa Card	Existing Customer	\$30 NTUC Vouchers
		Standard Chartered Unlimited Credit Card	Existing Customer	\$50 cash when card is activated
		HSBC Advance Credit Card	New Customer	S\$150 cash back
		American Express True Cashback Card	New Customer	Up to S\$140 worth of vouchers

Total worth of rewards	\$820
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Can I apply for a product not listed on the page?

Unfortunately no. Only products listed on the promotion pages (<https://winatriptotokyo.singsaver.com.sg/airmiles> and <https://winatriptotokyo.singsaver.com.sg/cashback>) during the promotion period will be eligible for this Win a Trip to Tokyo promotion.

If a product you would like to apply for is not on the promotion page, do check out www.singsaver.com.sg for more product listings. Please note the promotion might differ from the promotion on our Win a Trip to Tokyo promotion page.

If I made an application before or after the promotion period, will I still be eligible?

Unfortunately you will not be eligible for any of the promotional gifts. If there are products that you are interested in, do check out www.singsaver.com.sg for more product listings. Please note the promotion might differ from the promotion on our Win a Trip to Tokyo promotion page.

The SingSaver Card Approval Reward is summarised here:

Eligible Cards	Eligible New Customer	Eligible Existing Customer
	Card Approval Gift	Card Approval Gift
Citi Cash Back Card	<u>Till 31 May 2019</u> SGD 300 NTUC FairPrice Vouchers, Takashimaya vouchers or Grab promo codes	SGD 30 Vouchers
Citi PremierMiles Visa Card		
Standard Chartered Unlimited Credit Card	SGD 100 cash when their card is activated	SGD 50 Cash

Standard Chartered Visa Infinite		
American Express Singapore Airlines KrisFlyer Ascend Credit Card	N.A.	N.A.
American Express True Cashback Card	Up to S\$140 worth of vouchers (T&Cs apply)	N.A.
HSBC Advance Credit Card	Choice of Samsonite T5 Spinner with built-in scale worth S\$560 or S\$150 cash back (T&Cs apply)	SGD 30 cash back (T&Cs apply)
UOB PRVI Miles Visa Card	SGD 50 Cash	

*Offers may change at the discretion of SingSaver and its partners

Please note that the application process starts from the time the applicant clicks the “Apply Now” button on the promotion page.

Some other examples of non-eligibility include:

- Applied for product on previous day
- Applied for a product on the day after the battle/promotion period
- Applied for a product **before promotion date or time** but submitted email and Rewards Redemption Form within the promotion date and time

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

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

I am an existing cardholder. Will I be eligible for \$820 worth of rewards?

No. If you are a previous or existing cardholder and your application is approved, you will only be eligible for the applicable reward under existing cardholder category.



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

What happens if I cancel an application and apply for the same card again 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 gift for an Eligible New Customer. Otherwise, you will receive the gift for an Eligible Existing Customer.

Please refer to the [Terms and Conditions of this promotion](#) for more details on what is an Eligible New Customer or Eligible Existing Customer.

Here's a summary of the SingSaver Card Approval Gift:

Eligible Cards	Eligible New Customer	Eligible Existing Customer
	Card Approval Gift	Card Approval Gift
Citi Cash Back Card	<u>Till 31 May 2019</u> SGD 300 NTUC FairPrice Vouchers, Takashimaya vouchers or Grab promo codes <u>1 June to 30 June 2019</u> SGD 200 NTUC FairPrice Vouchers, Takashimaya vouchers or Grab promo codes	SGD 30 Vouchers
Citi PremierMiles Visa Card		
Standard Chartered Unlimited Credit Card	SGD 100 cash when their card is activated	SGD 50 Cash
Standard Chartered Visa Infinite		
American Express Singapore Airlines KrisFlyer Ascend Credit Card	N.A.	N.A.
American Express True Cashback Card	Up to S\$140 worth of vouchers (T&Cs apply)	N.A.
HSBC Advance Credit Card	Choice of Samsonite T5 Spinner with built-in scale worth	SGD 30 cash back (T&Cs apply)

	S\$560 or S\$150 cash back (T&Cs apply)	
UOB PRVI Miles Visa Card	SGD 50 Cash	

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

Yes you can. As long as you have followed the steps to apply for a card and met the [Terms and Conditions of this promotion](#).

However, please note that you will only receive one (1) set of Battle of Cards Winner Bonus during each battle period:

Promotion Page	Promotion Period	Eligible Cards
Travel https://winatripto.tokyo.singsaver.com.sg/airmiles	22 May - 22 Jun 2019	Citi PremierMiles Visa Card
		UOB PRVI Miles Visa Card
		American Express Singapore Airlines KrisFlyer Ascend Credit Card
		Standard Chartered Visa Infinite
Cash Back https://winatripto.tokyo.singsaver.com.sg/cashback	22 May - 22 Jun 2019	Citi Cash Back Visa Card
		Standard Chartered Unlimited Credit Card
		HSBC Advance Credit Card
		American Express True Cashback Card

How do I know whether I will receive the trip to Tokyo?

You will be notified about your reward within 60 to 90 days from the date of card activation or completion of the Rewards Redemption Form, whichever is later.

Only eligible customers will be notified. Please refer to the [Terms and Conditions of this promotion](#) for more details on promotion eligibility.

If I applied for a credit card from SingSaver's page, but it was not from the promotion page, can I still be part of Win a Trip to Tokyo promotion?

Only credit cards signed up through the promotion pages will be eligible to participate. Promotion pages:

<https://winatriptotokyo.singsaver.com.sg/airmiles>

<https://winatriptotokyo.singsaver.com.sg/cashback>

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

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.

Please see our [promotion Terms and Conditions](#) for more details on rewards eligibility.

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
- Complete the Rewards Redemption Form sent to the registered email address within the first 14 days of card application
- 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?

Some of the cards have options on the gift you will receive. 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.

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
American Express	2019xxxxxxxxxxSGD
Citibank	12 digits (alphanumeric)
HSBC	No reference number given. Please input the name of the product applied for.

Standard Chartered Bank (SCB)	SGYYYYMMDDxxxxxx
UOB	SG-YYYY-xxxxxxx

X refers to a numeric character provided by the bank

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:

FAQs: Win a Trip to Tokyo

How many winners will be chosen for the contest?

A total of three (3) winners for the entire promotion period.

Can I submit 3 creative answers and 3 valid and approved application reference numbers and win 3 trips to Tokyo?

No, each participant can only receive 1 trip to Tokyo. Please refer to the [Terms and Conditions of this promotion](#) for more details.

Will I be limited to travel to only Japan?

No. Winners will be awarded with \$800 cash and it is up to the winner to decide how to utilise the miles thereafter.

Must my application be approved to win the contest?

Yes, Eligible Card applications have to be approved by the respective bank in order to win the contest, and provided you have met the [terms and conditions](#) of this promotion.

Can I submit an entry without a card application, or use an old card application?

No, to be eligible for the contest, you would need to have met the [terms and conditions](#) of this promotion. Alternatively, you may see [How Does This Promotion Work?](#)

If I submit the wrong reference number, for the creative answer, can I re-submit?

Any incomplete or invalid fields/ information/ submissions of the Rewards Redemption Form and contest form **will not be eligible** for any rewards. Participants who submit Rewards Redemption Forms containing invalid or fraudulent information will also be disqualified from SingSaver rewards.

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

If I am a winner, how will I receive the trip to Tokyo?

You will be notified about your reward within 60 to 90 days from the date of card activation or completion of the Rewards Redemption Form, whichever is later.

The trip will be given in the form of \$800 cash which you will need to collect from our redemption centre or from our SingSaver office.

Only winners will be notified. Please refer to the [terms and conditions](#) for more details.

Is there a deadline to submit the creative answer?

All entries have to be submitted at the promotion pages <https://winatriptotokyo.singsaver.com.sg/airmiles> and <https://winatriptotokyo.singsaver.com.sg/cashback> by the end of the promotion period of 22 May to 22 June 2019.

Please refer to the [terms and conditions](#) for more details.

I submitted my details through the redemption link, but missed out on the other field. Can I still submit my answer?

Any incomplete or invalid fields/ information/ submissions of the contest form will not constitute an eligible entry. Please ensure that all fields are complete and valid before submitting your entry.