



SingSaver AirPods Promotion FAQ

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How Does This Promotion Work?

Apply for any participating Citibank credit cards between 2 to 31 December 2019 (both dates inclusive) and complete the Rewards Redemption Form by 1 February 2020 to receive a free Apple AirPods with charging case worth \$239 and SGD50 Singtel iPhone 11 e-voucher (new customer) or SGD100 Singtel iPhone 11 e-vouchers (existing customer).

Step 1 : Apply for any of the Citibank Credit Cards in the promotions’s page between 2 to 31 December 2019, both dates inclusive. Note: Application done through MyInfo will be processed faster.

Step 2: Complete your Rewards Redemption Form accurately (link will be sent to your email) before 14 January 2020.

Step 3: Receive an application approval by **1 February 2020**.

Step 4: Receive your SGD50 voucher and collect your free AirPods with charging case upon approval if you are an eligible new customer. Receive SGD100 voucher after approval if you are an eligible existing customer. Please note that it might take up to 3 months from the date of card approval or the date of Rewards Redemption Form submission, whichever is later.

| Eligible Cards | Eligible New Customer | Eligible Existing Customer |
|---|---|--|
| | Card Approval Gift | Card Approval Gift |
| <ul style="list-style-type: none"> ● Citi Cash Back Visa Card ● Citi PremierMiles Visa Card ● Citi Rewards Visa Card ● Citi Prestige Card | <p>Free AirPods with Charging Case + SGD 50 Singtel iPhone 11 e-voucher*</p> | <p>SGD 100 Singtel iPhone 11 e-voucher*</p> |

Table 1

* Singtel Shop voucher is only applicable for purchase of any iPhone 11 model (no contract) on <https://nocontract.singtel.com/collections/apple>. Singtel e-voucher terms and conditions apply.

How To Be Eligible

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

Unfortunately no. Only products listed on the promotion page (promotions.singsaver.com.sg/free-airpods) will be eligible for this 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.

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.

Can I apply for multiple products?

Yes, you may apply for multiple products that are featured in this promotion. However, you will only receive 1 free airpods and SGD50 Singtel iPhone 11 e-voucher on the first application (if you are a new cardholder), after which it will be SGD100 Singtel iPhone 11 e-voucher per application as an approved existing cardholder.

About Rewards

How do I know when I can collect my airpods?

If you've applied for any of the participating Citibank credit cards between 2 to 31 December 2019 (both dates inclusive), you will need to complete the Rewards Redemption Form and be approved by Citibank by 1 February 2020 to receive a free Apple AirPods with charging case worth \$239. You will only be able to collect your free AirPods when you receive a SingSaver email with your redemption details. Please note that it might take up to 3 months from the date of card approval or the date of Rewards Redemption Form submission, whichever is later.

Where do I collect my AirPods?

You will receive an email from us with your unique code & location to where you can collect your free AirPods. Flash your unique code at the redemption counter to receive your free AirPods.

Can I exchange or upgrade the AirPods?

Unfortunately no, all rewards assigned are not strictly not exchangeable for cash or other gifts / rewards.

Can I use my Singtel e-voucher to purchase any products on Singtel Shop?

The Singtel iPhone 11 e-voucher is only applicable for purchase of any iPhone 11 model (no contract) on <https://nocontract.singtel.com/collections/apple>. Singtel e-voucher terms and conditions apply.

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. For more details, please refer to the [terms and conditions of this promotion](#).

Do I need to make a transaction to be eligible for the reward?

No transactions are required. For more details, please refer to the [terms and conditions of this promotion](#).

Will I still get the reward if my application is approved after 31 December?

Yes, as long as your application is approved by 1 February 2020, and you have satisfied all the [Terms and conditions of this promotion](#).

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
- 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; and the bank confirms the applicant’s eligibility to receive the Reward, SingSaver will transfer the money via PayNow.

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.

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: