

Frequently Asked Questions

FOR “UOB PERSONAL INTERNET BANKING & MOBILE SERVICES ‘TRANSFORMERS’ PROMOTION”

Updated: 1 April 2014

1. How do I qualify for the promotion?

1.1 The Customer must:

- a. have a United Overseas Bank Limited bank and/or card account(s) which is/are active, valid, subsisting, in good standing and is/are satisfactorily conducted.
- b. have successfully signed up for UOB Personal Internet Banking or UOB Mobile Services or UOB Credit Card or Debit Card prior to or during the Promotional Period;
- c. register for the promotion by submitting the Online Registration Form on uob.com.sg/transformers during the Promotional Period:

[Note: The Customer needs to submit the Online Registration Form only once during the Promotional Period]

- d. perform the qualifying online transactions

1.2 The Customer will not be eligible for the promotion if:

- a. his/her UOB bank and/or card account(s) are not active, valid, subsisting or in good standing or
- b. his/her UOB Personal Internet Banking and UOB Mobile Services are terminated before/on 31 July 2014; or
- c. he/she is an employee directly involved in organizing and/or promoting this promotion or
- d. his/her NRIC or Passport number provided in the Online Registration Form is not the same as that in the Bank’s record or
- e. he/she does not have a valid Singapore residential address in the Bank’s record

2. What are the qualifying online transactions?

- a. The top 50 registered customers for each relevant Promotional Month with the highest spend on all tickets purchased via UOB Ticketing app with UOB Credit/Debit Card will receive a pair of Singapore Premiere Tickets to ‘TRANSFORMERS: AGE OF EXTINCTION.’ Both Cathay movie tickets and SISTIC event tickets are inclusive in the qualifying online transactions:

Qualifying Online Transactions	Criteria
Purchase of tickets	<ul style="list-style-type: none"> • Transaction must be performed via UOB Ticketing app

	<ul style="list-style-type: none"> The transaction must be successfully received and recorded on NETS' systems during the relevant Promotional Month
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- b. The first 1,000 registered customers for each Promotional Month who successfully performed at least 3 qualifying online transactions within that same Promotional Month will receive One Transformers Collectible Flash Drive for that Promotional Month. The list of qualifying online transactions is stated below:

Qualifying Online Transactions	Criteria
Funds Transfer to a New Funds Transfer Payee [^]	<ul style="list-style-type: none"> Transaction must be performed via UOB Personal Internet Banking or UOB Mobile Minimum amount for each funds transfer to a New Funds Transfer Payee[^] is S\$10 The transaction amount must be successfully deducted from your UOB account during the relevant Promotional Month
Bill Payment to any New Billing Organisation*	<ul style="list-style-type: none"> Transaction must be performed via UOB Personal Internet Banking or UOB Mobile Minimum amount for each bill payment to a New Billing Organisation* is S\$10 The transaction amount must be successfully deducted from your UOB account during the relevant Promotional Month
Telegraphic Transfer	<ul style="list-style-type: none"> Transaction must be performed via UOB Personal Internet Banking Minimum amount for each telegraphic transfer is S\$10 The transaction amount must be successfully deducted from your UOB account during the relevant Promotional Month
eNets Payment	<ul style="list-style-type: none"> Minimum amount per transaction is S\$10 The transaction amount must be successfully deducted from your UOB account during the relevant Promotional Month

[^]New Funds Transfer Payee means a payee that has not received any funds transfer from the registered Customer since 1 Jan 2014. For the avoidance of doubt, only the first funds transfer made to the New Funds Transfer Payee will

qualify as one Flash Drive Qualifying Online Transaction for the Promotional Period. Subsequent funds transfers made to that same Payee do not qualify for this Promotion.

***New Billing Organisation means a Billing Organisation that has not received any bill payment from the registered Customer since 1 Jan 2014. For the avoidance of doubt, only the first bill payment made to the New Billing Organisation will qualify as one Flash Drive Qualifying Online Transaction for the Promotional Period. Subsequent bill payments made to that same Organisation do not qualify for this Promotion.**

3. What do I stand to win?

The Eligible Customer could win

- a. A pair of Singapore Premiere Tickets to TRANSFORMERS: AGE OF EXTINCTION at The Cathay* or/and
- b. A Transformers Collectible Flash Drive for each Promotional Month

**The screening for the Singapore Premiere Tickets will be held on 25 June 2014. This date is correct at the time of update but it is subject to changes by the merchant. Time of screening is to be determined by the merchant at its discretion and may be subject to changes. Replacement or alternative dates may not be given.*

The Promotional Months to win the Singapore Premiere Tickets to TRANSFORMERS: AGE OF EXTINCTION are as follows:

Prize	Promotional Month
Singapore Premiere Tickets to TRANSFORMERS: AGE OF EXTINCTION	1 April 2014 – 30 April 2014 (dates inclusive)
	1 May 2014 – 31 May 2014 (dates inclusive)

The respective Promotional Month to win each of the four Transformers Collectible Flash Drives is as follows:

Prize	Promotional Month:
Optimus Prime Flash Drive	1 April 2014 – 30 April 2014 (dates inclusive)
Drift Flash Drive	1 May 2014 – 31 May 2014 (dates inclusive)
Bumblebee Flash Drive	1 June 2014 – 30 June 2014 (dates inclusive)
Lockdown Flash Drive	1 July 2014 – 31 July 2014 (dates inclusive)

4. How do I know if I have won the prize?

Winners of the respective prizes will receive their Prize(s) by post on or before the respective prize notification date stipulated in the table below (Singapore date).

Prize	Winners will be notified by:
Singapore Premiere Tickets to TRANSFORMERS: AGE OF EXTINCTION	22 June 2014
Optimus Prime Flash Drive	30 June 2014
Drift Flash Drive	31 July 2014
Bumblebee Flash Drive	31 August 2014
Lockdown Flash Drive	30 September 2014

Prizes will be mailed to the Winner's last known Singapore mailing address as per the bank's record.

5. How do I update my address with UOB?

You can update your address via one of the following ways:

- Login to UOB Personal Internet Banking, click on Customer Service > Change of Address
- Visit any UOB branch
- Download the form available at http://www.uob.com.sg/assets/pdfs/personal/useful/Change_Address.pdf and submit the completed form to the stated address

6. I have forgotten my UOB Personal Internet Banking Username. What should I do?

If you have forgotten your Username, please call our 24-hour hotline 1800 222 2121 (or +65 6222 2121 when calling from overseas) for assistance.

7. I have forgotten my UOB Personal Internet Banking Password. What should I do?

You can replace your Password in one of the following ways:

- a. Visit any UOB Branch –
Simply approach any of our staff for assistance
- b. Perform a password change at any UOB ATM –
At the ATM, select Cashcard/Other Trans/NETS FlashPay > Other Transactions > Internet/Phone Banking/UOB Mobile > Internet Banking/UOB Mobile > Password Replacement
- c. Fill in a UOB Personal Internet Banking Form –
Print, complete and mail the UOB Personal Internet Banking – [Information Update Form](#) to us. Your new Password will be sent to you by post.

Do note that our website or call centre **does not** facilitate your UOB Personal Internet Banking Password replacement.

8. How do I apply for UOB Personal Internet Banking and Mobile Services access?

If you don't have UOB Personal Internet Banking access but have either a UOB credit card or a UOB bank account, you can apply for UOB Personal Internet Banking access at any UOB ATM, branches or online at www.uob.com.sg under eBanking->Personal Internet Banking->Sign Up. Once you are issued with UOB Personal Internet Banking access, you can download the UOB Mobile App from [App Store](#) or [Google Play](#).

9. How do I access UOB Ticketing app?

If you do not have the UOB Ticketing app, you may download it through the [App Store](#) or [Google Play](#).

Alternatively, you can launch the UOB Mobile App and click on the UOB Ticketing app icon. UOB Ticketing app features will be installed for your use.



10. What if I am not a UOB customer?

If you don't have a UOB credit card, you can apply for a UOB credit card at any UOB branch or via the [online application form](#). If you don't have a UOB bank account, you can open a UOB bank account at any UOB branch.

The above is provided for general information only. Full Terms and Conditions apply. Visit uob.com.sg/transformers for the full Terms and Conditions. Words and expressions used here shall have the same meaning as those in the full Terms and Conditions.

United Overseas Bank Limited Co. Reg. No. 193500026Z