

Frequently Asked Questions

FOR “*UOB PERSONAL INTERNET BANKING & UOB MOBILE SERVICES*” ‘TOSS & WIN’ PROMOTION”

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 prior to or during the Promotional Period;
- c. have successfully submitted the completed Form made available after the completion of the Game on uob.com.sg/toss-win during the respective Promotional Week; and
- d. successfully perform the Qualifying Online/Mobile Transactions.

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

- 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 October 2014; or
- c. he/she is an employee directly involved in organizing and/or promoting this promotion; or
- d. the information provided in the Form is incomplete or inaccurate; or

2. What are the prize tiers and how can I win the prizes?

Customers may win the Prizes in each specific prize tier by obtaining the specified score in the Game and fulfilling the other conditions set out in the table below during the respective Promotional Week:

Prize Tiers	Score	Prizes	Other conditions to claim the Prizes
1	4 to 6	S\$10 Cash Credit	Be one of the first fifty (50) registered Customers each week to successfully perform one Qualifying Online/Mobile Transaction and subscribe to eStatement.
2	≥7	S\$20 Cash Credit	Be one of the first fifty (50) registered Customers each week to successfully perform two Qualifying Online/Mobile Transactions and subscribe to eStatement.
3 (by invitation)	≥4	S\$30 Cash Credit	(a) Successfully key in the applicable game code sent exclusively to the Customer. Usage of this game code by Customers who are not in the invitation list will be void. (b) Be one of the first one hundred (100)

			registered Customers each week to successfully perform one Qualifying Online/Mobile Transaction and subscribe to eStatement.
4 (by invitation)	≥4	S\$30 Cash Credit	<p>(a) Successfully key in the applicable game code sent exclusively to the Customer. Usage of this game code by Customers who are not in the invitation list will be void.</p> <p>(b) Be one of the first fifty (50) registered Customers each week to successfully perform two Qualifying Mobile Transactions via UOB Mobile Banking application.</p> <p>(c) Qualifying Mobile Transactions available on UOB Mobile Banking application include Funds Transfer, Bill Payment or Mobile Cash only.</p>

3. What are the Qualifying Online/Mobile transactions?

The table below sets out the Qualifying Online/Mobile transactions:

Qualifying Online/Mobile Transactions	Criteria
Funds Transfer	<ul style="list-style-type: none"> Transaction must be performed via UOB Personal Internet Banking or UOB Mobile Minimum amount for each funds transfer is S\$10 The transaction amount must be successfully deducted from your UOB account during the relevant Promotional Week
Bill Payment	<ul style="list-style-type: none"> Transaction must be performed via UOB Personal Internet Banking or UOB Mobile Minimum amount for each bill payment is S\$10 The transaction amount must be successfully deducted from your UOB account during the relevant Promotional Week
Telegraphic Transfer	<ul style="list-style-type: none"> Transaction must be performed via UOB Personal Internet Banking or UOB Mobile Minimum amount for each telegraphic transfer is S\$10 The transaction amount must be successfully deducted from your UOB account during the relevant Promotional Week
Cashier's Order	<ul style="list-style-type: none"> Transaction must be performed via UOB Personal Internet Banking

	<ul style="list-style-type: none"> • Minimum amount for each cashier's order is S\$10 • The transaction amount must be successfully deducted from your UOB account during the relevant Promotional Week
Demand Draft	<ul style="list-style-type: none"> • Transaction must be performed via UOB Personal Internet Banking • Minimum amount for each demand draft is S\$10 • The transaction amount must be successfully deducted from your UOB account during the relevant Promotional Week
Change of Personal Particulars	<ul style="list-style-type: none"> • Change of Customer's personal particulars must be made via UOB Personal Internet Banking or UOB Mobile and successfully recorded on UOB's system during the relevant Promotional Week
Change of Address	<ul style="list-style-type: none"> • Change of Customer's address must be made via UOB Personal Internet Banking and successfully recorded on UOB's system during the relevant Promotional Week
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 Week
Mobile Cash	<ul style="list-style-type: none"> • Minimum amount per transaction is S\$10 • The transaction amount must be successfully withdrawn by your recipient or debited into your recipient's bank account and deducted from your UOB account during the relevant Promotional Week

4. What do I stand to win?

The eligible Customer could win

- S\$10 Cash Credit or
- S\$20 Cash Credit or
- S\$30 Cash Credit or

during the Promotional Period.

Each eligible Customer can only win a maximum of one Prize during the Promotional Period.

5. What is the duration of each week in the Promotional Period?

The Promotional Period is 18 August 2014 to 31 October 2014 (both dates inclusive). Each Promotional Week is defined below:

Week	Dates
1	18 August – 24 August 2014
2	25 August – 31 August 2014
3	1 September – 7 September 2014
4	8 September – 14 September 2014
5	15 September – 21 September 2014
6	22 September – 28 September 2014
7	29 September – 5 October 2014
8	6 October – 12 October 2014
9	13 October – 19 October 2014
10	20 October – 26 October 2014
11	27 October – 31 October 2014

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

Eligible Customers who are entitled to the Cash Credit will receive an SMS on or before 19 December 2014, notifying the Customer that he/she is entitled to the Cash Credit. SMS will be sent to the eligible Customers' mobile phone number as provided in the Form.

Cash will be credited into the UOB bank account used by the eligible Customer to perform the Qualifying Online/Mobile Transaction(s). For the avoidance of doubt, the Cash Credit will be forfeited if the said UOB bank account is closed before the cash is credited.

7. How do I subscribe to eStatement?

You can subscribe to eStatement in the following ways:

- Log on to UOB Personal Internet Banking. Click on *eStatement*, followed by *Manage eStatement Subscriptions*.
- Check the *Subscribe* box to sign up for eStatement(s).
- Indicate how you would like to be notified when your eStatement is ready (mobile or email).

For more information on eStatement, refer to

<http://www.uob.com.sg/personal/ebanking/pib/estatement.html>

8. If I am already an eStatement subscriber, how do I fulfill the condition to subscribe to eStatement?

If you are already an eStatement subscriber prior to the Promotional Period, you will be deemed to have fulfilled the condition if you remain an eStatement subscriber up till 19 November 2014.

9. 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.

10. 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 you will not be able to replace your password in our website or through our call centre.

11. 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](#).

12. What if I am not a UOB customer?

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/toss-win 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