

Singlife Account New User Campaign

Terms & Conditions



Singlife Account New User Campaign 2024 (the "Campaign") Terms and Conditions

Campaign Mechanics

Between 17 June 2024 to 31 July 2024 (inclusive), we are giving away vouchers amounting to S\$40 each exclusively to the first 500 new Singlife Account customers who: -

- complete the sign-up process for a new Singlife Account;
- top up a net minimum amount of S\$500 to their Singlife Account; and
- keep the daily minimum balance of S\$500 in their Singlife Account from 1 August 2024 till 30 September 2024.

Simply follow the steps below and customers will stand to receive a S\$40 voucher sent to their email address used to sign up for their Singlife Account, with instructions for voucher redemption.

The steps are as follows:

- **Step 1:** Download the Singlife mobile application from the Google or Apple Store.
- **Step 2:** Create your Singlife App ID.
- **Step 3:** Apply for your Singlife Account ID.
- **Step 4:** Upon approval of your Singlife Account ID, top up a net minimum of S\$500 to your Singlife Account.
- **Step 5:** Maintain the topped-up amount in your Singlife Account from 1 August 2024 until 30 September 2024. Withdrawals of any amounts are permitted as long as a daily minimum balance of S\$500 must be maintained in your Singlife Account from 1 August 2024 till 30 September 2024, 2359 hours.

Eligible customers who complete the abovementioned steps will receive an email containing the voucher details at your Singlife Account email address within 60 days from 30 September 2024.

Qualifying Period and Holding Period

- The qualifying period shall run from 17 June 2024, 0000 hours, until 31 July 2024, 2359 hours (the "**Qualifying Period**").
- Customers must have their Singlife Account application approved and complete a net minimum top-up of at least S\$500 before 31 July 2024 (i.e. before the end of the Qualifying Period). In addition, a daily minimum balance of S\$500 must be held in the Singlife Account from 1 August 2024 until 30 September 2024, 2359 hours (i.e. until the end of the Holding Period).
- For example, if a customer's Singlife Account ID is approved on 6 July 2024, the customer must top up their Singlife Account before 31 July 2024 and a daily minimum balance of S\$500 must be held until 30 September 2024.

- The holding period shall run from 1 August 2024, 0000 hours, until 30 September 2024, 2359 hours (the “**Holding Period**”).
- For example, if the customer completes Step 4 on 30 June 2024, we will calculate his/her topped-up amount up till 31 July 2024, and his/her holding period will run from 1 August 2024 to 30 September 2024.
- During the Holding Period, the customer can make withdrawals of any amount from his/her Singlife Account. However, any withdrawals that cause the daily minimum balance to fall below S\$500 will disqualify him/her from the Campaign.
- We have set out some illustrations in the table below.

Illustration	Qualifying Period	Top-Up Date and Amount	Holding Period	Is customer eligible for the voucher? If not, why?
Scenario A	Customer signed up for Singlife Account on 28 June 2024 and Singlife Account was approved on 1 July 2024	Customer topped up S\$500 on 20 July 2024	No withdrawals from 1 August 2024 till 30 September 2024	Yes

Illustration	Qualifying Period	Top-Up Date and Amount	Holding Period	Is customer eligible for the voucher? If not, why?
Scenario B	Customer signed up for Singlife Account on 1 July 2024 and Singlife Account was approved on 2 July 2024	Customer topped up S\$500 on 3 July 2024	Customer withdrew S\$200 on 30 September 2024 such that there was only a S\$300 balance in the account till 30 September 2024	No, as customer did not maintain a daily minimum balance of S\$500 during the Holding Period

Illustration	Qualifying Period	Top-Up Date and Amount	Holding Period	Is customer eligible for the voucher? If not, why?
Scenario C	Customer signed up for Singlife Account on 28 July 2024 and Singlife Account was approved on 1 August 2024	Customer topped up S\$500 on 2 August 2024	No withdrawals from 1 August 2024 till 30 September 2024	No, as customer did not top up at least S\$500 in his/her Singlife Account before the end of the Qualifying Period

Illustration	Qualifying Period	Top-Up Date and Amount	Holding Period	Is customer eligible for the voucher? If not, why?
Scenario D	Customer signed up for Singlife Account on 1 February 2024 and Singlife Account was approved on 5 February 2024	Customer topped up S\$500 on 5 February 2024	No withdrawals from 17 June 2024 till 30 September 2024	No, as customer is an existing Singlife Account customer (i.e. not a new Singlife Account customer during the Qualifying Period)

Illustration	Qualifying Period	Top-Up Date and Amount	Holding Period	Is customer eligible for the voucher? If no, why?
Scenario E	Customer signed up for Singlife Account on 21 June 2024 and Singlife Account was approved on 21 June 2024	Customer topped up S\$700 on 22 June 2024	Customer withdrew S\$200 on 30 July 2024 and has a daily minimum balance of S\$500 till 30 September 2024	Yes, as the daily minimum balance of S\$500 is maintained till the end of the Qualifying Period

Campaign Eligibility

- The customer (hereby known as the "**Participant**") must complete ALL the steps (Step 1 to Step 5) listed under the "*Campaign Mechanics*" above. Failure to do so may result in the Participant being ineligible for the S\$40 voucher.
- All Participants must have a verifiable Singlife Account in force throughout the Qualifying Period to qualify for the Voucher.
- The participation of one Participant is not transferable to another Participant.
- All Participants must maintain a daily minimum balance of S\$500 in their Singlife Accounts for the entire duration of the Holding Period.
- All Participants will be screened for eligibility by Singapore Life Ltd. ("**Singlife**"), by means and methods determined by Singlife at its absolute discretion.
- Singlife has absolute discretion to exclude any customer from participating in the Campaign at any time without notice or liability to any person.

General Terms and Conditions

- The decision of Singlife on any and all matters relating to or arising from the Campaign shall be absolute, final and binding on all customers. No correspondence or appeals shall be entertained by Singlife. In the event of any inconsistency or conflict between these terms and

conditions and those in any collaterals, website, marketing or promotional material relating to the Campaign, these terms and conditions shall prevail.

- Singlife reserves the right in its sole and absolute discretion from time to time to vary, amend, delete or add to any of these terms and conditions (including the eligibility of any customer, the type and value of the voucher and the dates of the Campaign), or to terminate or suspend the Campaign at any time without notice, reference or liability to any Participant or member of the public.
- Singlife has the full discretion to change the period and duration of the Campaign, including the Qualifying Period and Holding Period, without any prior notice to eligible Participants or members of the public.
- The voucher is non-transferable and is not exchangeable for cash, credit or any other item in part or in whole and is not replaceable, if expired, lost or stolen. The voucher shall be subject to such terms and conditions as determined by Singlife at its sole and absolute discretion. Singlife reserves the right to replace or substitute the voucher with any gifts of equivalent or similar value at any time, without notice or liability to the Participant.
- Singlife, its affiliates, employees or agents shall not be liable to any person for any loss, damage, injury, costs or expenses incurred, suffered or borne, arising from this Campaign. Singlife shall not be liable to any person for the act, omission or neglect on the part of any agents, contractors, correspondents or other third parties.
- By participating in this Campaign, the Participant consents to Singlife collecting, processing, disclosing and/or transferring the Participant's personal data to Singlife related group of companies, third party providers and/or intermediaries, whether located in Singapore or elsewhere, for the following purposes:
 - for the administration of the Campaign, including the third parties administering the Campaign and redemption of the voucher, and any third parties that Singlife may, in its absolute discretion, consider appropriate or necessary in connection with the Campaign; and
 - for statistical, research, audit, regulatory and compliance purposes.

For details on Singlife's Data Protection Notice, please refer to <https://singlife.com/en/pdpa>. Should you wish to withdraw your consent, please contact Singlife at cs_life@singlife.com or 6827 9933.

- A person who is not a party to any agreement governed by these terms and conditions shall have no right under the Contracts (Rights of Third Parties) Act 2001 to enforce any of these terms and conditions.
- These terms and conditions are governed by and interpreted according to the laws of Singapore and the Participants of this Campaign agree to submit to the non-exclusive jurisdiction of the courts of Singapore in the event of any disagreement or dispute relating to or arising from this Campaign.