



## **Terms and Conditions**

- The Promotion is open to all Singtel Prepaid customers ("Customers"), except customers who are on hi!Tourist SIM Card, or GOMO or heya. Singtel may from time to time in its absolute discretion decide on the eligibility for participation in the Promotion.
- The Promotion shall be held from 00:00AM on 1 March 2024 to 23:59PM on 31 March 2024. ("Qualifying Period"). Top-ups made after this period will not be eligible for the Promotion.
- The Promotion is giving a 1g 999.9 Pretti Gold Bar to every 288<sup>th</sup> customer, capped at 250 pieces.
- To qualify for the Promotion, customer will have to top-up a \$35 or \$40 5G Ultimate Plan, both single and monthly top-ups inclusive, to their Singtel prepaid account during the Qualifying Period via the below platforms:
  - Singtel hi!App
  - Singtel Dash app
  - My Singtel app
  - Singtel Self Serve Kiosk
  - AXS platforms
  - SAM kiosk, SingPost Mobile app
  - ChangTong in WeChat
  - Nestia app
  - Shopee
  - Lazada
- Eligible customer shall receive an SMS on the promo where customer is required to fill in email address as part of the required fields in the eform (<https://www.singtel.com/personal/products-services/mobile/eform/prepaid-gold-bar-campaign>) hosted on singtel.com to receive the redemption letter to collect the goldbar from **Singtel Dash Mobile Remittance**, 304 Orchard Road, Lucky Plaza #01-11, Singapore 238863 via email.
- Only entries that are complete and correct will be deemed eligible. Singtel reserves the sole and absolute discretion to exclude any customer or entries not successfully completed due to a technical fault technical malfunction, computer hardware or software failure, satellite, network or server failure of any kind, deemed ineligible and/or forfeit the redemption.
- Customer shall proceed to Lucky Plaza Singtel Dash Mobile Remittance to redeem with redemption letter and their ID document within 1 month from notification.
- Gift is not exchangeable nor redeemable for cash or other prizes. There will be no replacement in the event of lost, stolen or damage.
- Singtel will not under any circumstances extend the expiry date or provide any refund for any unused value. Singtel reserves the rights to amend, change or withdraw any terms and conditions without prior notice.



## **Frequently Asked Questions**

### **What is this promotion about?**

This promotion is giving a 1g 999.9 Petti Gold Bar to every 288th customer, capped at 250 pieces, who top-up a \$35 or \$40 5G Ultimate Plan, single or monthly top-ups.

### **When is the promotion period?**

Valid from 1 March 2024 to 31 March 2024.

### **Which are the participating channel/s?**

1. hi!App
2. Singtel Dash app
3. My Singtel app
4. Singtel Self Serve Kiosk
5. AXS platforms
6. SAM kiosk, SingPost Mobile app
7. ChangTong in WeChat
8. Nestia app
9. Shopee
10. Lazada

### **How do I participate in the promotion and what are the eligible denominations?**

The promotion is open to all Singtel Prepaid customers ("Customers"), except customers who are on hi! Tourist SIM Card, GOMO or heya and have topped up a \$35 or \$40 5G Ultimate Plan, both single and monthly top-ups inclusive, to their prepaid card during the Qualifying Period via the above eligible digital top-up channels. Customers can have more than one redemption.

### **How do I know if I am eligible?**

Eligible customers shall receive an SMS on the promo where customer will be directed to fill up mandatory fields of information (Name, Email Address and Contact Number) upon successfully top up in the eform (<https://www.singtel.com/personal/products-services/mobile/eform/prepaid-gold-bar-campaign>) hosted on singtel.com to receive the redemption letter to collect the goldbar from **Singtel Dash Mobile Remittance**, 304 Orchard Road, Lucky Plaza #01-11, Singapore 238863 via email.

### **How do I redeem?**

Customer shall proceed to **Singtel Dash Mobile Remittance**, 304 Orchard Road, Lucky Plaza #01-11, Singapore 238863 to redeem the prize with redemption letter and their original ID document within 1 month from notification.

### **Is the Gift with Purchase exchangeable?**

All Gift with Purchase are NOT exchangeable whether for cash or in kind.

### **How do I contact Singtel Prepaid Customer Service Hotline and what are the operating hours?**

Singtel Prepaid Customer Service can be reached at 1800 4822800 (Operating hours: Mon - Sun, 8am to 8pm).