

FAQ for POSB Go Cash Free, Win A Spree 2017

Q1 How do I know if I am a winner of the POSB Go Cash Free, Win a Spree campaign?

A1 The Bank will notify you via SMS, electronic mailer and a direct mailer to your address as per the Bank's record.

The list of winners will also be published monthly on the POSB Go Cash Free microsite (www.posb.com.sg/gocashfree), and in TODAY print ad by the 18th of each month.

Q2 I am a winner of the POSB Go Cash Free Spree, how do I register for the Spree?

A2 You can RSVP for the Spree and select your preferred Spree slot, by accessing the URL link sent to you via SMS, email or direct mailer. Please ensure that you RSVP by the specified deadline.

Q3 I am unable to attend the Spree, can someone else participate on my behalf?

A3 You can authorise another person to participate in the Spree on your behalf. Please RSVP for the Spree using the exclusive URL link sent to you via SMS, email or direct mailer by the specified deadline and select your preferred Spree slot.

Alternatively, if you are unable to personally participate in or nominate another person to participate on your behalf, you may opt for S\$100 Sheng Siong vouchers to be mailed to your registered address as per Bank's record. The voucher would be mailed to you within 10 working days of last Spree date of that month.

Q4 I am unsure if I am fit enough to participate in the Spree, what should I do?

A4 We strongly encourage you to authorise someone else to participate on your behalf or opt for S\$100 Sheng Siong vouchers instead (see Q3 for more details).

Q5 What documents do I need to bring along to the Spree?

A5 If you are participating as the winner, please bring along your original winner notification direct mailer, your original NRIC/FIN/Passport and your DBS/POSB Credit/Debit/ATM card.

If you are participating on behalf of the winner, please bring along the completed authorisation letter that is part of the original winner notification direct mailer, your original NRIC/FIN/Passport (ID number matching stated on authorisation letter) and your DBS/POSB Credit/Debit/ATM card.

Q6 Why do we need to bring along a DBS/POSB Credit/Debit/ATM card?

A6 If the value of items selected during your Spree exceeds S\$500, you can choose to pay for the balance amount using your DBS/POSB Credit/Debit/ATM card.

Q7 What if the value of items I selected exceeds S\$500?

A7 You may choose to remove any item so as to ensure that total value is within S\$500 limit. Any unused value will be forfeited.

Q8 Where do I find the full Terms & Conditions of the Spree?

A8 You can find the full T&Cs of the Spree on our POSB Go Cash Free site at www.posb.com.sg/gocashfree .

Q9 What time do I have to reach the Spree venue for registration?

A9 Please reach the Spree venue at least 15 minutes before your registered spree slot to give ample time to complete registration and briefing. Latecomers would be deemed to have forfeited all rights to the Prize once allocated Spree slot begins.

Q10 Which part of the supermarket are we doing the Spree?

A10 The Spree area will only be on Level 2 of the Sheng Siong Supermarket.

Q11 Can winner's family/friends join in and help select groceries during the Spree?

A11 No. family and friends are not allowed to help winners during the grocery Spree.

Q12 How many winners will be allocated per slot? How long are we allowed to Spree?

A12 Each Spree slot can accommodate up to 10 winners. Each winner will be given 15 minutes for the Spree.

Q13 What are the grocery items that I can take? Are there any restrictions?

A13 You can select any item from Level 2 of the supermarket, excluding all varieties of tobacco, alcohol, parking coupons, medication, milk powder/formula for infants less than 6 months.

Q14 Am I allowed to take milk formula for infants older than 6 months?

A14 Yes.

Q15 Can I take electric appliances as well? Are they considered part of "groceries"?

A15 Yes.

Q16 Will the supermarket restock items after each Spree slot?

A16 Yes.

Q17 Can items purchased during the Spree be refunded or exchanged afterwards?

A17 Refunds are not allowed. Exchanges are only allowed if the item is faulty or damaged. Faulty or damaged items can only be exchanged for the same item. Exchanges must be done within 3 days of purchase.