

Frequently Asked Questions – My Account (Kids) Opening Online Promotion July 2020

1. My child has an existing My Account, can he/she be entitled for the promotion?

- Child who already has an existing My Account will not be eligible for the Promotion.

2. When will I receive the redemption email for the Promotion Gift?

- You will receive the redemption email as per the dates stated in the table below:

Account Opening Month	Fulfil Conditions By	Receive Redemption Email By	Redemption Valid till
Jul 20	End Aug 20	End Sep 20	End Dec 20
Aug 20	End Sep 20	End Oct 20	End Jan 21
Sep 20	End Oct 20	End Nov 20	End Feb 21

3. Where can I redeem my Promotion Gift?

- Redemption of Promotion Gift can be done through the link provided in the email that will be sent to eligible customers. Customers can follow the step by step instructions in the email to redeem the Promotion Gift.

4. Will I be able to withdraw from the account during the 6-month Period?

- The funds in the account are not locked in therefore customers will be allowed to withdraw from the account. However, do maintain a minimum average daily balance of S\$1,000 for 6 months in order to qualify for the promotion.