

## Online Account Opening Promotion 2021 - Frequently Asked Questions

### 1. Can I withdraw from my account during the promotion period?

Yes, you may withdraw from your newly opened account. However, in order to remain eligible, you must maintain a minimum average daily balance of S\$3,000 for 6 consecutive months.

### 2. Can I open both the new joint-alternate account and personal account?

If customer open multiple accounts within the promotion period, the bank will only accord the reward to the first eligible Deposit Account opened.

### 3. Can I participate in the promotion more than once?

Each customer is entitled to only 1 Reward throughout the Promotion Period (2 March – 30 June 2021).

### 4. How will I be notified on the redemption code via Boxgreen website?

All eligible customers will be notified via electronic mailing address as per the bank record. For joint application, it will be sent to the main applicant's electronic mailing address as per the bank record.

### 5. What can the redemption code be used on?

Eligible customer can only use it to redeem a Boxgreen Snack Box (Worth up to S\$35) via Boxgreen Website. More details will be shared in the redemption email.

### 6. Will the redemption code expiry?

Eligible customers should redeem the redemption code by the following dates based on the account opening month.

Account Opening Month	Receive Code by	Redeem Code by
Mar 21	31 Jul 21	30 Sep 21
Apr 21	31 Aug 21	31 Oct 21
May 21	30 Sep 21	30 Nov 21
Jun 21	31 Oct 21	31 Dec 21