



## **CASHOME Rewards Program and Lucky Draw (From 01 July – 30 September 2010)**

### **Frequently Asked Questions (FAQs)**

#### **1. What is CASHOME Rewards Program & Lucky Draw?**

In appreciation for the continued support of our loyal CASHOME customers, CASHOME Rewards Program is launched to reward our customers who had been sending money via CASHOME Remittance at the Post Offices, selected S.A.M and internet portal vPOST. Through this Rewards Program, CASHOME customers can redeem exclusive CASHOME premiums and even stand a chance to win \$300 Harvey Norman Shopping Vouchers at the Lucky Draw.

#### **2. How do I take part in the CASHOME Rewards Program & Lucky Draw?**

You can take part in the Rewards Program by doing a CASHOME remittance transaction via Bank Negara Indonesia (BNI), Philippine National Bank (PNB) and VISA Money Transfer (VMT) at any Post Office, S.A.M or vPOST during the promotional period.

You will be given a CASHOME Reward Card. For each of the above transaction done, you will be given a stamp (chop) on the Reward Card. You can also redeem for selected exclusive CASHOME premiums on your 2<sup>nd</sup> transaction and 4<sup>th</sup> transaction respectively.

Upon completion of 4 stamps, you may fill up your personal particulars on the back of the CASHOME Reward Card and drop it into the CASHOME Rewards Program Lucky Draw Box located any Post Office to participate in the Lucky Draw to win \$300 Harvey Norman Vouchers.

#### **3. What is the promotional period of this CASHOME Rewards Program & Lucky Draw?**

The promotional period is from 1 July 2010 to 30 September 2010.

#### **4. Who is eligible to take part in this CASHOME Rewards Program & Lucky Draw?**

Customers who perform a CASHOME remittance transaction via Bank Negara Indonesia (BNI), Philippine National Bank (PNB) and VISA Money Transfer (VMT) at any Post Office, S.A.M or vPOST during the promotional period will be eligible to participate in the CASHOME Rewards Program and Lucky Draw.

#### **5. Can employees of SingPost take part in this CASHOME Rewards Program & Lucky Draw?**

No. SingPost employees and their immediate family members and SingPost's subsidiaries, advertising agencies and any other professional parties (including printers of collaterals and sponsored partners) who are involved in organizing and promoting the Rewards Program are not eligible to participate in it.

#### **6. Would I be entitled to a stamp if I send money via Western Union or Banco De Oro (BDO) or purchase an International Bank Draft at the Post Office?**

No. Only remittance transactions via Bank Negara Indonesia (BNI), Philippine National Bank (PNB) and VISA Money Transfer (VMT) will be given a CASHOME Reward card and entitled a stamp.

**7. If I had done the CASHOME remittance transaction on S.A.M, would I be eligible for this CASHOME Rewards Program & Lucky Draw? If yes, how do I go about doing so?**

You will be eligible for this CASHOME Rewards Program & Lucky Draw even if your remittance transaction is done on S.A.M as long as your remittance transaction is via Bank Negara Indonesia (BNI), Philippine National Bank (PNB) or Visa Money Transfer (VMT).

All you need to do is to present the original CASHOME remittance S.A.M. transaction receipt at any Post Office to get a CASHOME Reward Card, redeem a stamp or even redeem for CASHOME premiums if it is the 2<sup>nd</sup> or 4<sup>th</sup> transaction.

**8. If I had done the CASHOME remittance transaction on vPOST, would I be eligible for this CASHOME Rewards Program & Lucky Draw? If yes, how do I go about doing so?**

You will be eligible for this CASHOME Rewards Program & Lucky Draw even if your remittance transaction is done via internet portal vPOST as long as your remittance transaction is via Visa Money Transfer (VMT).

All you need to do is to present the transaction receipt at any Post Office to get a CASHOME Reward Card, redeem a stamp or even redeem for CASHOME premiums if it is the 2<sup>nd</sup> or 4<sup>th</sup> transaction.

**9. Where can I redeem for the stamp (chop) and CASHOME premiums?**

If you have done your CASHOME remittance transaction on S.A.M or vPOST, you may redeem the stamp (chop) at any of the 62 Post Office located island-wide.

CASHOME premiums are redeemable at all 62 Post Offices. Check out [www.singpost.com](http://www.singpost.com) for the list of the Post Offices locations and their respective operating hours.

**10. Can I obtain my 2<sup>nd</sup> stamp (chop) during my 2<sup>nd</sup> transaction at the Post Office but redeem the CASHOME premium later?**

No. Upon your 2<sup>nd</sup> transaction, you will be given CASHOME premium on-the-spot. This is the same for the 4<sup>th</sup> transaction where CASHOME premiums will be given upon the remittance transaction.

**11. If I had lost my earlier Reward Card which I have already accumulated 2 stamps (chops) but managed to retrieve it lately can I combine the total number of stamps (chops) on my 2 Reward Cards into one card?**

No. All Reward Cards and stamps (chops) are non transferable. Photocopies of Reward Cards and stamps are void.

**12. If I had forgotten to bring my Reward Card for my CASHOME remittance transaction done at the Post Office, what should I do?**

You may present your original CASHOME remittance transaction receipt (provided the transaction is done during the promotional period) and the Reward Card at any Post Office the next time to redeem for the stamp (chop) or CASHOME premiums if it is your 2<sup>nd</sup> or 4<sup>th</sup> transaction.

**13. When is the latest date that I can redeem for the CASHOME premiums? E.g. upon doing the 2<sup>nd</sup> or the 4<sup>th</sup> stamp (chop)**

The last day to redeem for any CASHOME premium is on 30 September 2010, while stocks last. There will be no further extension of the premium redemption date.

**14. How many Reward Card can I submit for the Lucky Draw?**

You may submit multiple Reward Cards for the Lucky Draw but each card must be complete with 4 stamps (chops) with personal particulars clearly filled up on the back of the Reward Card. Illegible handwriting will not be entertained.

**15. Where can I submit my Reward Cards to participate for the Lucky Draw?**

You may drop your Reward Cards at the CASHOME Rewards Program Lucky Draw box located at any Post Office to participate in the Lucky Draw.

**16. What are the Lucky Draw Prizes for this CASHOME Rewards Program?**

The Lucky Draw prizes comprises of 10 sets of \$300 worth of Harvey Norman Vouchers. SingPost reserves the right to change the terms and conditions, CASHOME premiums and Lucky Draw prizes at any time without prior notice.

**17. When and where will the Lucky Draw be conducted?**

The Lucky Draw will be conducted on 18 October 2010 at Singapore Post Centre. Winners will be notified by phone and post. The draw results will be published on [www.singpost.com.sg/CASHOME](http://www.singpost.com.sg/CASHOME) by 25 October 2010.

**18. What must I bring to redeem for the Lucky Draw prize if I win?**

You need to bring along your CASHOME card and your original personal identification document (with photo), such your Identity Card, passport or work permit to redeem the Lucky Draw Prize.

**19. When is the latest date to claim for the Lucky Draw prizes?**

All Lucky Draw prizes must be claimed by 17 December 2010. There will be no further extension of the Lucky Draw prize redemption date. Lucky Draw prizes not collected by the above date will be forfeited.

**20. Where can I get more information, such as Terms & Conditions, on this CASHOME Rewards Program & Lucky Draw?**

You can log on to [www.singpost.com.sg/CASHOME](http://www.singpost.com.sg/CASHOME) for more details on this CASHOME Rewards Program & Lucky Draw and the Standard Terms & Conditions relating to this Rewards Program.