



Frequently Asked Questions

1. How do I redeem?

Perform a minimum top-up of \$10 via SAM Kiosks and present your original receipts at the appointed Singapore Post Offices to redeem your \$3 Gong Cha voucher.

2. When is the promotion period?

16 April 2019 to 30 June 2019

3. When is the redemption period?

16 April 2019 to 31 July 2019

4. How many times can I redeem?

There is no limit to the redemption amount.

5. If the print on my receipt(s) has faded, what can I do to redeem?

The receipt cannot be replaced if lost, defaced, damaged, stolen and/or void

6. If I've misplaced/forgotten to take the top-up receipt, can I request for a reprint?

The receipt cannot be replaced if lost, defaced, damaged, stolen and/or void.

7. What can I do if SAM Kiosk runs out of receipt?

Kindly contact SingPost customer service hotline at 1605 to request for a reprint of receipt. SingPost will provide a Certified True Copy of the receipt, which you may use for redemption at SingPost Post Offices.

8. Am I eligible for the redemption if I top-up via SAM web or app?

No. This promotion is only valid at SAM Kiosks.

9. How do I contact Singtel Prepaid Customer Service

Please call 1800 482 2800 from 8am – 8pm daily