

ICBC UnionPay Card – Spend and Receive Shopping Vouchers Worth up to S\$100
(“Promotion”)

Frequently Asked Questions

1. When is the Promotion Period (“Promotion Period”)?

This Promotion is valid from 1 October 2021 till 31 December 2021 (both dates inclusive).

2. What are the qualifying cards (“Qualifying Card(s)”) under this Promotion?

- ICBC Horoscope Credit Card
- ICBC UnionPay Dual Currency Credit Card
- ICBC Koipy Dual Currency Credit Card
- CEA Friends Credit Card
- ICBC UnionPay Kylin Dual Currency Debit Card
- ICBC UnionPay Ruyi Dual Currency Debit Card

3. What are the eligibility criteria and what can I receive under this Promotion?

This Promotion is open to both ICBC UnionPay Credit and Debit Card Cardmembers (“Eligible Cardmembers”) who satisfy the eligibility criteria below:

- a) you are an individual that hold Qualifying Card(s) issued by ICBC Singapore, and your card account(s) is/are satisfactorily conducted and remains active; and
- b) You meet the minimum qualified spend on your Qualifying Card(s) within the Promotion Period and is one of the top spenders for the corresponding tier to receive shopping voucher set out below (“**Qualified Spend**”). Qualified spend is based on qualifying transactions made between 1 October 2021 to 31 December 2021.

Tier	Minimum Qualified Spend	Shopping Voucher (e.g., Takashimaya/ NTUC/CapitaLand)	Number of Eligible Cardmembers
1	SGD 10,000	SGD 100	20
2	SGD 5,000	SGD 50	50
3	SGD 2,000	SGD 20	120
4	SGD 1,000	SGD 10	500

4. How will I receive the voucher if I satisfied the Eligibility Criteria?

Upon satisfying the Eligibility Criteria, you will be notified via SMS and receive the shopping voucher within thirty (30) working days from the end of Promotion Period via registered mail to your last known mailing address on record with ICBC Singapore. ICBC Singapore assumes no liability for any letter that is lost during mailing.

5. What can I do if I did not receive my voucher within thirty (30) working days?

If you did not receive your voucher within forty-five (45) working days from the end of Promotion Period, please call ICBC Singapore's customer hotline at +65 6369 5588.

6. Will the qualifying transactions across my Qualifying Card(s) be combined for the purposes of this Promotion?

Yes. Qualified Spend is the sum of all qualifying transactions across Qualifying Card(s) during the Promotion Period. For example, if you have one ICBC UnionPay credit and debit card, we will calculate both your credit and debit card total qualifying transactions from 1 October 2021 till 31 December 2021 (both dates inclusive).

7. Can my Supplementary Cardmember enjoy this Promotion?

Yes, all qualifying transactions charged to the supplementary card will be calculated as qualifying transaction under the principal card.

8. What are qualifying transactions for this Promotion?

Qualifying transactions shall refer to retail transactions, online transactions and foreign currency transactions charged to the Qualifying Card and posted during 1 October 2021 – 31 December 2021. For the avoidance of doubt, if transaction was made on 31 December and posted on 1 January 2022, this transaction would not be considered as qualifying transaction under this Promotion.

9. Under what circumstances will I not be eligible for this Promotion?

You will not be eligible for this Promotion if at the time of fulfillment:

- a) your Qualifying Card is not in good standing and is overdue;
- b) your Qualifying Card has been reported lost or stolen;
- c) your Qualifying Card has been frozen for any reason;
- d) your Qualifying Card and/or card account is suspended, cancelled or terminated for any reason during the Promotion Period;
- e) where applicable, you violated the terms of your ICBC Credit Card Cardmember's Agreement or ICBC Singapore Dual Currency Debit Card Agreement; or
- f) we believe or suspect that any transaction is illegal, fraudulent, dishonest, or unauthorized.

All information correct as of 30 September 2021.

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