

## Terms and Conditions for DBS Win The Suite Life Campaign Draw (“Draw”)

These terms and conditions govern the Draw. Participation in the Draw constitutes acceptance of these terms and conditions.

### 1) Eligibility

- a) The DBS Win The Suite Life Campaign Draw (“**Draw**”) is conducted by DBS Bank Ltd. (“**DBS**”) and (except those persons listed under paragraph below) is open only to customers, aged 16 years or above, with a principal DBS/POSB Credit Card and/or DBS/POSB Debit Card (“**Eligible Cardmembers**”).
- b) To qualify for the Draw, Eligible Cardmembers must successfully register via online form (“Form”) at <http://go.dbs.com/sg-trip> during the Qualifying Period. All information provided at <http://go.dbs.com/sg-trip> must match existing DBS’ records. Registration with incorrect information may result in Cardmember being omitted from qualifying for the Draw.
  - i) To successfully register via the Form, Eligible Cardmembers must provide details of an upcoming trip, i.e. The next overseas trip that has yet to be embarked upon at point of registration. Eligible Cardmembers must not provide details of trips that have already been completed.
- c) The following persons are not eligible to participate and will be disqualified from participating in the Draw:
  - i) Cardmembers whose card accounts have been suspended, cancelled or terminated by DBS at any time during the Qualifying Period (as defined below).
- d) For the avoidance of doubt, spend on the following DBS Commercial Cards are eligible for the Draw: DBS Business Advance Cards, DBS Corporate Charge Cards, DBS Platinum Business Cards, and DBS World Business Cards
  - i) Spend on the following DBS Commercial Cards are not eligible for the Draw: DBS Purchasing Cards and the DBS Virtual Cards.

### 2) Qualifying Period, Draw and Draw Date

- a) The qualifying period for the Draw is from 13 April 2018 to 31 December 2018 (“**Qualifying Period**”).
- b) The Draw will be conducted on 1 February 2019 (“**Draw Date**”).
- c) Unless DBS notifies otherwise, the Draw will be conducted in the presence of external auditors on the above Draw Date at 10am (or on such other dates as DBS may determine at its sole and absolute discretion) at 12 Marina Boulevard, DBS Asia Central @ MBFC Tower 3, Singapore 018982 or at such other venue as may be determined by DBS.
- d) The winners of the Draw (“**Winners**”) will be published on DBS’ website within 7 calendar days from the Draw Date. The Winners will also be notified by post within 15 working days from the Draw Date, at the Winners’ mailing address and email address in DBS’ records.

### 3) Allocation of Lucky Draw Chances

a) Chance Allocation:

	<b>Chance Allocation</b>
<b>5 Draw Chances</b> on travel spend	Allocated for every S\$500 travel spend (defined as Airline, Hotel, and Travel Agency transactions), accumulated across all DBS/POSB Credit/Debit Cards posted during the Qualifying Period.  A local hotel transaction in Singapore does not constitute as a travel spend.
<b>1 Draw Chance</b> on all other retail spend	Allocated for every S\$500 local or overseas retail spend, excluding Airline, Hotel, and Travel Agency transactions, accumulated across all DBS/POSB Credit/Debit Cards posted during the Qualifying Period

*Illustration:*

<b>Total Qualifying Spend from 13 April to 31 December 2018</b>	<b>Number of Draw Chances</b>
S\$3,000 travel spend	30 chances (5 chances * S\$3,000/S\$500)
S\$10,000 all other retail spend	20 chances (1 chance * S\$10,000/S\$500)
	<b>Total 50 chances</b>

- b) For the avoidance of doubt, the benefit of all charges incurred by a Supplementary Credit Card cardmember in respect of the Draw shall accrue to the eligible Principal Credit Card customer.
- c) Calculation of Qualifying Spend is based on the transaction date of retail spend charged to DBS/POSB Cards.
- d) Qualifying Spend is based on transacted and posted retail sales and recurring bill payments, and excludes:
- i) Bill payments via internet banking and all transactions via AXS, SAM, eNETS
  - ii) Payments to educational institutions;
  - iii) Payment to government institutions and services (court cases, fines, bail and bonds, tax payment, postal services, parking lots and garages, intra-government purchases and any other government services not classified here);
  - iv) Payment to insurance companies (sales, underwriting, and premiums)\*;
  - v) Payments to financial institutions (including banks and brokerages);
  - vi) Payment to non-profit organisations;
  - vii) Betting (including lottery tickets, casino gaming chips, off-track betting, and wagers at race tracks) through any channel;

- viii) Any top-ups or payment of funds to payment service providers, prepaid cards and any prepaid accounts (including EZ-Link, NETS FlashPay and Transit Link);
- ix) Instalment payment plan purchases, preferred payment plans, balance transfer, fund transfer, cash advances, annual fees, interest, late payment charges, all fees charged by DBS, miscellaneous charges imposed by DBS (unless otherwise stated in writing by DBS).
- e) DBS shall not be responsible for any failure or delay in the transmission of evidence of sales transactions by any acquiring merchant, merchant establishments, postal or telecommunication authorities or any other party.

**\*Notwithstanding Clause 3.e.iv, All payments pertaining to DBS TravellerShield Plus will be included as Qualifying Spend for purposes of this Draw.**

#### 4) Your Upcoming Trip Details

- a) Your Upcoming Trip (“Trip”) refers to:
  - i) The next overseas trip that has yet to be embarked upon at the point of registration.
  - ii) A trip that involves at least one travel booking (defined as an airline, hotel or travel agent transaction) made with the Eligible Cardmember’s DBS/POSB Card
    - (1) A local hotel transaction in Singapore does not constitute as a travel booking
    - (2) There is no requirement for this travel booking to be made during or before the Qualifying Period, i.e. Details of trips that have been booked prior to the Qualifying Period, and have not yet been embarked upon, can be provided in the form.

#### **Illustration**

##### *Scenario:*

The Eligible Cardmember had previously booked a trip in January 2018 with his DBS/POSB Card, to travel to Japan in May 2018. He would like to register for this Draw in April 2018. Can the customer provide his May 2018 Japan trip details to complete the registration?

##### *Answer:*

Yes, customer can provide his May Japan trip details to register for the Draw, since he had booked with a DBS/POSB card and has not yet embarked on the trip at the point of registration.

However, the travel booking spend made in January 2018 will not be counted towards the allocation of lucky draw chances, since the spend was made before registration.

#### 5) The Prizes and Winners

- a) There will be 25 unique Winners, and each Winner will win **a pair of Singapore Airlines Suites return tickets (“Prize”)**.
  - i) **Prize inclusions**

- (1) Return Singapore Airlines Suites airfare to any of the eligible destinations below (departing from Singapore), awarded to Winners at random and in the below order (Airport taxes and fuel surcharges included)

Destination	No. of Tickets
1. New York	5 pairs
2. London	5 pairs
3. Paris	5 pairs
4. Sydney	5 pairs
5. Shanghai	5 pairs

**ii) Prize exclusions**

- (1) Travel insurance is not included with the flight tickets
- (2) Change in destination within the same cabin class is permitted but subject to seat availability and at winner's own expense
- (3) Personal expenses, including but not limited to accommodation, room service, laundry, tips and bar bills

**iii) Terms and conditions**

- (1) The Prize is only valid for travel by Winner and 1 companion
- (2) Both passengers must travel together on the entire itinerary. The winner must be one of the passengers.
- (3) Valid for travel on Singapore Airlines in the designated class (A class) only to New York, London, Paris, Sydney and Shanghai from Singapore. If Suites are not available on the selected flight, passengers are able to select to travel on First Class if there are seats available.
- (4) Redemption Period is from 1 March – 31 May 2019.
- (5) Travel Period is from 1 March – 31 December 2019, subject to seat availability.
- (6) The use of the air tickets will always be subject to seat availability at the time of reservation or ticket issuance.
- (7) Winners may not select the destination, as the Prize is awarded at random. Winners may change their destination at the Winner's own expense, subject to availability. Change to other cabin classes is not allowed.
- (8) An administration fee of S\$50 will be payable to ION service centre for any changes, subject to the tickets conditions, on top of the airline's implemented fees.
- (9) It is the responsibility of all Winners and companions to ensure that they have all relevant travel documents prior to trip departure, including but not limited to valid passports, visas, work permits and health certificates.

**iv) No Show Policy**

No show on redemption period or trip departure date will result in the Prize deemed as redeemed and forfeited.

- b) Subject to Clause 2c, Winners will be randomly drawn from the pool of entries by means of a computerized draw under the supervision of an external auditor on the Draw Date. DBS shall have the right to draw a “reserve winner” to replace any Winner drawn who is subsequently disqualified or unable to participate in the trip on the selected trip dates.
- i) Each Winner is entitled to receive only 1 Prize during the Draw campaign.
  - ii) Prizes are strictly non-redeemable for credit, non-transferable, non-assignable and non-exchangeable, non-refundable and non-replaceable.
  - iii) Every Winner’s eligibility to participate in the Draw is subject to verification, and in the event that a Winner is verified by DBS to be ineligible to participate in the Draw, DBS shall have the right to disqualify that Winner without notice, and award his/her Prize to a reserve winner.
  - iv) A Winner who has been awarded a Prize shall not be entitled to any compensation, benefits or substitution in any form whatsoever in lieu of the Prize and/or should any Prize be forfeited or reclaimed.
  - v) If a Winner fails to claim his/her Prize within the stipulated redemption period in the Prize notification letter issued by DBS, his/her Prize will be forfeited.
  - vi) The Winners and companions consent to DBS disclosing and/or publishing their names, particulars and pictures/photographs/videos in any manner which DBS may deem fit for publicity purposes, including via the modes described in Clause 2.4 above. The Winners and companions shall cooperate with and participate in such publicity activity organised by DBS without any compensation whatsoever and in such manner as DBS deems fit. In addition, by participating in this Draw, each participant consents to DBS disclosing his/her name, NRIC/passport number or any of his/her personal information to any third party DBS may reasonably consider appropriate or necessary in connection with administering the Draw, including any person or entity involved in organizing, promoting or conducting the Draw for purposes of the Draw. Participants consent under the Personal Data Protection Act (Cap 26 of 2012) to the collection, use and disclosure of their personal data by/to DBS and such other third party as DBS may reasonably consider necessary for the purpose of the Draw, and confirm that they agree to be bound by the terms of the DBS Privacy Policy, a copy of which can be found on [www.dbs.com/privacy](http://www.dbs.com/privacy). The failure by any Winner to comply with this clause shall result in his/her disqualification as a winner and to receive the Prize.
  - vii) If DBS subsequently determines that a person is in fact not eligible for the Prize or to participate in the Draw, for any reason whatsoever, DBS may at its discretion reclaim the Prize and award or dispose of it in such manner and to such person(s) as DBS deems fit in its sole discretion. Each participant hereby authorises and consents to DBS debiting the cash value of the Prize from his/her DBS Card account.

## 6) General Terms and Conditions

- a) By participating in this Draw, participants agree to DBS’ collection and use of his/her personal data and the use and disclosure of his/her personal data by/to third parties for the purpose of the Promotion. Participants also authorize DBS to call or send SMS to their bank registered mobile number, and/or send emails to their bank registered

email address, to provide marketing and services-related information for their upcoming trips as provided in the registration form.

- b) DBS will not be responsible for any injuries, loss, claim or damage suffered or incurred in connection with the Prizes, the Draw (including but not limited to any error in computing any qualifying transaction, any breakdown or malfunction in any computer system or equipment) and/or any notices, letters or correspondence lost, stolen or misdirected in the postal system or telecommunication system, and the consequences arising from the nonreceipt of such communication.
- c) By participating in this Draw, participants agree to release and hold DBS harmless from any and all liability whatsoever for any injuries, losses or damages of any kind to any person or property arising from or in connection with, either directly or indirectly:
  - i) the awarding, acceptance, receipt, possession, use or misuse of any Prize or parts thereof awarded pursuant to the Draw; and
  - ii) the participation in the Draw or any prize-related activities.
- d) Notwithstanding anything herein, DBS has the absolute discretion to determine the eligibility of a customer to participate in the Draw or receive a Prize. DBS' decision on all matters relating to the Draw (including but not limited to the number of Draw Chances to be awarded to any customer, and the selection of the Winners) shall be final and binding on all participants. Except for the notification letters issued by DBS pursuant to Clause 2d (after any verification as may be required has been completed), DBS shall not be obliged to enter into any correspondence on any matter with any party concerning the Draw.
- e) DBS' decision on all matters relating to the Draw shall be final. No correspondence or claims will be entertained.
- f) DBS may vary these Terms and Conditions or suspend or terminate the Draw without any notice or liability to any party.