

## Online Account Opening Promotion 2020 - 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 (1 September – 31 October 2020).

### 4. How will I be notified on the redemption of vouchers?

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 vouchers be used on?

The vouchers can be used to purchase any orders from WhyQ, including Marketplace. However, it cannot be used to offset any takeaway or small order fee.

### 6. Will the vouchers expiry?

Yes, eligible customers should redeem the vouchers by the following dates based on the account opening month.

Account Opening Month	Receive Code by	Redeem Code by
Sep 20	30 Nov 20	31 May 21
Oct 20	31 Dec 20	30 Jun 21

### 7. Should I apply for an account via MyInfo?

MyInfo allows you to get a Bank account, Credit Card or Cashline account instantly without having to visit a branch or upload any supporting documents.

Simply apply online using MyInfo to pre-fill the application form. Within seconds, you'll be able to pre-fill the application form. Within seconds, you'll be able to enjoy real-time approval and access to your Bank account or Credit Card or Cashline account.