


# Bol<sup>2</sup> – Frequently Asked Questions (FAQ)

Ver 4.0

1 June 2022 – 30 June 2022





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## **FOR RETURNING PLAYERS**

### **1. I played Bol<sup>2</sup> previously. Do I need to create a new account?**

We're glad to have you back! In this version of Bol<sup>2</sup>, you will have to create a new account using your DBS PayLah! registered mobile number. Any prize money that you win from Bol<sup>2</sup> will then be sent to the DBS bank account linked to your DBS PayLah! Wallet after the event. Head over to [dbs.bol2.sqkii.com](https://dbs.bol2.sqkii.com) and create your account now to return to the world of Bol<sup>2</sup>!

### **2. Are my leftover Blocks and resources from the previous event still in my inventory?**

Blocks and resources have a very limited shelf life if left idle – they turn bad after sitting in the inventory for a few weeks! Mayor Pyramid has sent some helpers to clear all inventories to keep the city clean. All players will begin anew in this event.

### **3. What's new in this version of Bol<sup>2</sup>?**

This season, there are now many more ways for you to get extra Blocks and help Mayor Pyramid expand his city more quickly! These include [Daily Rewards](#), [Daily Missions](#), and [Referral Bonus Missions](#).

Mayor Pyramid also has more prize money to give out this time around! Players can get these cash prizes by sending Blocks to Mayor Pyramid to join the weekly leaderboard, and there will be a total of **S\$1,500 to be given out each week** to those who attain specific positions on the leaderboard. Read more about the weekly leaderboard [here](#).

There are four weekly leaderboards in total, so this version of Bol<sup>2</sup> will last from 1 June 2022, 1000 hours to 30 June 2022, 2359 hours. Start building and sending your Blocks now to not miss out on this week's prizes!

## **ABOUT GAME AND ELIGIBILITY**

### **1. What is Bol<sup>2</sup> all about?**

Bol<sup>2</sup> is an online game created by DBS and Sqkii with S\$1,500 up for grabs per week! Play with friends or other players, build Blocks quickly, and join the weekly leaderboard for a chance to receive a cash prize in your **DBS PayLah!** wallet. This game is open from 1 June 2022, 1000 hours to 30 June 2022, 2359 hours – join the world of Bol<sup>2</sup> now to not miss out on this week's prizes!

### **2. How do I play?**

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Sign up at [dbs.bol2.sgkii.com](https://dbs.bol2.sgkii.com) with your DBS PayLah! registered mobile number.

- If you don't have PayLah! yet, use the mobile number that's registered with DBS/POSB. You can then proceed to register for PayLah! with that same mobile number, latest by 30 June 2022, 2359 hours.
- If you already have PayLah!, use the mobile number linked to your PayLah!

This way, any cash prize you may win by attaining specific positions on the weekly leaderboard will be credited to the DBS bank account linked to your DBS PayLah! wallet.

Once successfully registered, you'll become the proud owner of a pixelised companion **Bol<sup>2</sup>** and here's what happens:

- 1) You'll go through a game tutorial that shows you how to play.
- 2) Thereafter, you're free to explore the world of Bol<sup>2</sup> and play on your own.
- 3) Invite your friends to play with you or get matched with a random player online, because 2 Bol<sup>2</sup>s need to get together before they can start to build Blocks.
- 4) Once you've built enough Blocks, you can send the Blocks to Mayor Pyramid to join the weekly leaderboard. You will have to verify your DBS PayLah! account before you can send any Blocks, and you can continue sending more Blocks until the week ends.
- 5) At the end of the week, players who attain specific positions on the leaderboard (such as the 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup>, 10<sup>th</sup>, and 100<sup>th</sup> positions) will win cash prizes. Players who win a prize will no longer be able to send Blocks for future leaderboards, so as to give other players a chance!
- 6) After the event ends, Mayor Pyramid will take some time to get the cash prizes ready, and will give you the cash in the DBS bank account linked to your DBS PayLah! wallet by 5 August 2022.

### 3. **Why do I need to verify my DBS PayLah! account before I can send any Blocks?**

This is to make sure that any cash prize you may win will be credited to the correct DBS bank account – the one linked to your DBS PayLah! wallet!

### 4. **Sounds cool — but who can play this game?**

This game is open to players of all ages. Simply register at [dbs.bol2.sgkii.com](https://dbs.bol2.sgkii.com) for a player account and start building!

For full eligibility criteria, please refer to our Terms & Conditions [here](#).

### 5. **I'm not a DBS/POSB customer! Can I still play Bol<sup>2</sup>?**

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Yes you still can! However, you won't be able to get any cash prizes, so we highly recommend you consider becoming a DBS/POSB customer. That way, we will be able to credit any cash prize you win to the **DBS bank account linked to your DBS PayLah! wallet**, as well as verify and reward you for any qualifying cashless transactions you make for [Hourglasses](#).

#### 6. I'm a DBS/POSB customer but I don't have DBS PayLah! yet. Can I still play Bol<sup>2</sup>?

Yes you still can! We highly recommend that you register for a DBS PayLah! wallet ASAP after you sign up for the game, latest by 30 June 2022, 2359 hours. Any cash prize you qualify for will be credited to the DBS bank account linked to your DBS PayLah! wallet by 5 August 2022.

### **ABOUT BLOCKS**

#### 1. What are Blocks?

In the world of Bol<sup>2</sup>, Mayor Pyramid needs help with his city's expansion, and he can only do so with Blocks. Blocks are created whenever 2 Bol<sup>2</sup>s build together using any of these 4 types of resources:

- Grey Sand
- GloCrystals
- Popsicles
- Sticky Glue

#### 2. How do I build Blocks?

When you walk into the circle, your Bol<sup>2</sup> will ask you to choose from 2 options:

If you choose "A friend I know":

- 1) Your Bol<sup>2</sup> will show you a pop-up with your session ID, which you can copy into a chat application (e.g., Telegram, WhatsApp, etc.) and send to your friend.
- 2) Wait in that circle until your friend accepts your invitation.
- 3) When your friend has joined you in your session, a Block-building session will begin!
- 4) Alternatively, you can also join your friend's session if your friend sends you an invitation instead via chat apps.

If you choose "Someone new":

- 1) Your Bol<sup>2</sup> will wait for up to 60 seconds to find a match with a random player.



- 2) Once a match is successful, a Block-building session will begin!
- 3) If your Bol<sup>2</sup> couldn't find a match, you will have the option to retry or to play with Cooby, an in-game character.

### 3. How is the number of Blocks I receive from each build session determined?

Block-building, while a seemingly simple task, is actually affected by various factors and resources in your control. Nothing is random in this game! We encourage you to experiment with your friends and try out various strategies to get as many Blocks as possible. We'll give you hints:

- The more friends you play with, the better your Bol<sup>2</sup>'s mood for building Blocks
- Choose your resources thoughtfully

### \*NEW\* ABOUT HOURGLASSES AND CASHLESS TRANSACTIONS

#### 1. Why do I need to wait 240 minutes for a building session to end?

Patience is a virtue.

On a more serious note, Bol<sup>2</sup>s need the time to mix, shape and wait for the Blocks to dry before you can store them in your Inventory. Also, they enjoy taking breaks and eating Popsicles with their friends!

#### 2. I want to build Blocks faster though! How do I skip the waiting time?

Yeah we know you're itching to build quickly and send them to Mayor Pyramid to join the weekly leaderboard! You can fast forward a building session by using an **Hourglass** – these Hourglasses can be redeemed by making **cashless transactions using DBS PayLah!**

These cashless transactions can be made anytime from the moment you **successfully verify your DBS PayLah! account with Bol<sup>2</sup>**. A valid cashless transaction can be any of the following:

#### With DBS PayLah!:

- [Payments to merchants](#) through DBS PayLah! in-app checkout, merchant in-app checkout, web checkout, express checkout
- [Scan & Pay transactions](#) to pay merchants using PayLah! by scanning the NETS, SG, PayNow and/or FavePay QR codes. Simply look out for the logos below at your favourite outlets:



### 3. When should I make the cashless transactions?

You can start making the cashless transactions as soon as you have verified your DBS PayLah! account with Bol<sup>2</sup>! To do so, just tap on the Hourglass icon, and you'll see a prompt to verify if you have not done so. This action will link your DBS PayLah! account to Bol<sup>2</sup>, so that every subsequent transaction you make can give you an Hourglass to help you build Blocks more quickly!

### 4. How long will it take for a cashless transaction I make to be reflected in the game?

Mayor Pyramid may need some time to check on your transactions, so do allow up to 24 hours for a transaction to be redeemable! To check if you have verified transactions, you can tap on the "Redeem 1 Hourglass" button in the Redeem Hourglass page — if you have at least 1 verified transaction that has not yet been redeemed, tapping this button will add 1 Hourglass to your "Remaining Hourglasses" count.

If you have more verified transactions and wish to redeem them as well, just tap the button multiple times!

If it has been more than 24 hours since a valid transaction and you're still unable to redeem your Hourglass, you may contact Bol<sup>2</sup>'s friends, Sqkii, on their [Facebook page](#) for assistance. But first, make sure that your transaction is a **valid DBS PayLah! payment to a merchant** as described in Question 2 above, and that your transaction was made **after** you linked your DBS PayLah! account with Bol<sup>2</sup>!

### 5. Why do I need to verify my DBS PayLah! account in order to redeem Hourglasses?

Verifying your DBS PayLah! account will link your DBS PayLah! wallet to your Bol<sup>2</sup> game account. This will allow us to detect any valid cashless transactions that you make, and thus reward you with Hourglasses to help you build Blocks more quickly!

### 6. I'm facing issues verifying my DBS PayLah! account for Bol<sup>2</sup>. What should I do?

If you're not receiving the push notification in your DBS PayLah! app for verification, you can try the following:





- Ensure that you have the DBS PayLah! app downloaded on your phone
- If you have muted your PayLah! notifications, you may find this push notification manually in the app
  - Open the DBS PayLah! app on your phone
  - Tap on the notifications button at the top left of the screen
  - Tap on the Bol<sup>2</sup> notification and proceed to authorise the request
- Check that your Bol<sup>2</sup> registered mobile number is the same as your PayLah! registered mobile number. To check your PayLah! registered mobile number,
  - Open the DBS PayLah! app on your phone and tap on “More” on the bottom navigation bar
  - Tap on “View and Edit Profile” at the top of the screen
  - You will be able to view a truncated version of your mobile number

If you’ve tried the above and are still facing issues, you can contact Bol<sup>2</sup>’s friends, Sqkii, on their [Facebook page](#) for assistance.

**\*NEW\* ABOUT WEEKLY LEADERBOARD AND CASH PRIZES**

**1. How do I join the weekly leaderboard?**

By sending Blocks to Mayor Pyramid at least once that week! If you have collected enough Blocks, tap on Mayor Pyramid and let him know how many Blocks you would like to send to him.

The more Blocks you send for the week, the higher you will be on the weekly leaderboard! But that’s not all there is to winning – take a look at Question 2 below to know more.

**2. How do I win a cash prize?**

You can win a cash prize by attaining a specific position on the weekly leaderboard! There will be **8 cash prizes** to be given out **each week**. These are the winning positions for the first week:

| Position           | Prize  |
|--------------------|--------|
| 1 <sup>st</sup>    | S\$500 |
| 2 <sup>nd</sup>    | S\$300 |
| 3 <sup>rd</sup>    | S\$200 |
| 10 <sup>th</sup>   | S\$150 |
| 100 <sup>th</sup>  | S\$125 |
| 1000 <sup>th</sup> | S\$100 |
| 2000 <sup>th</sup> | S\$75  |
| 3000 <sup>th</sup> | S\$50  |



This means that you don't necessarily have to be amongst the players with the most Blocks to win a prize, so plan carefully! The winning positions for each week **may change**, so be sure to keep a lookout every week.

### **3. How many times can I send Blocks and win cash prizes?**

You can send Blocks to Mayor Pyramid as many times as you like! However, each player can only win **one** cash prize – this means that if you've won a cash prize, you will not be able to send Blocks for future leaderboards. This is to give the other players an opportunity to be rewarded as well!

### **4. What if I sent the same amount of Blocks to Mayor Pyramid as another player?**

If there is a tie in the amount of Blocks sent, the player who was the last to reach this amount will have the highest position. Mayor Pyramid likes to keep his weekly leaderboard up-to-date!

Here's an example: On Day 5, Player A has sent 500 Blocks and is at the 9<sup>th</sup> position. The next highest amount of Blocks is 400 Blocks, which has been attained by 3 different players.

- Player B sent in 400 Blocks on Day 2.
- Player C sent in 200 Blocks on Day 1, and 200 Blocks on Day 3.
- Player D sent in 400 Blocks on Day 5.

Player D will be at the 10<sup>th</sup> position, followed by Player C at 11<sup>th</sup>, and Player B at 12<sup>th</sup>.

### **5. I didn't win this week. Can I get my Blocks back?**

All Blocks sent to Mayor Pyramid are used to build the city, so you won't be able to get your Blocks back! Mayor Pyramid, however, sends you his biggest thanks for your contributions.

### **6. How will I know if I've won a weekly leaderboard?**

You will receive an in-game mail regarding your win! You can also keep a lookout on the weekly leaderboard itself to see the winners.

### **7. When will I get my cash prize?**

Mayor Pyramid is a very conscientious mayor! So after the game ends on 30 June 2022, he'll take some time to prepare the correct cash prize amounts for all the BoI<sup>2</sup> owners who have won in weekly leaderboards. If you're a winner, the mobile number you signed up with is linked to a DBS PayLah! account, and you've verified your DBS PayLah! account with BoI<sup>2</sup>, you will receive the cash in the DBS bank account linked to your DBS PayLah! wallet by 5 August 2022.



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If you don't already have a DBS PayLah! account, just make sure to create a DBS PayLah! account before the game ends on 30 June 2022, 2359 hours, using the number you used to sign up for Bol<sup>2</sup>. Otherwise, Mayor Pyramid won't be able to send you any cash prize that you may win!

### **\*NEW\* ABOUT DAILY MISSIONS**

#### **1. What are Daily Missions and where can I find them?**

Mayor Pyramid's goal is to expand his city as quickly as possible! To encourage Bol<sup>2</sup> owners and reward them for their dedication, Mayor Pyramid will be giving away **extra Blocks** to those complete **Daily Missions**. These missions are simple tasks that you can do every day, such as participating in building sessions!

To find the Daily Missions, just tap on the calendar icon in the main screen! The missions refresh every day, so be sure to check in often to get as many Blocks as possible.

### **\*NEW\* ABOUT REFERRALS AND BONUS MISSIONS**

#### **1. How do I refer a friend to Bol<sup>2</sup>?**

Start by tapping on the in-game menu, then tapping on "Referral Bonus". You'll then be able to view and copy your unique referral link to share with your family and friends! Once they sign up using your referral link, they will be considered as one of your referrals.

#### **2. What do I get from referring friends?**

Once your friend has signed up with your referral link, bonus missions will be unlocked for the both of you! These bonus missions are to be completed by the friend whom you have referred, and include simple tasks such as building Blocks!

Whenever a bonus mission is completed by your friend, **both you and your friend** will receive additional Blocks for that mission – you can collect up to **1,000 additional Blocks** from the bonus missions for each friend!

### **\*NEW\* ABOUT DAILY REWARDS & THE BURROW**

#### **1. What are Daily Rewards and how do I get them?**

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Daily Rewards are extra in-game rewards that you can get every day, including Grey Sand, GloCrystals, Popsicles, Sticky Glue, and even Blocks!

To start claiming them, you will first have to **unlock** these Daily Rewards by joining The Burrow by DBS on Facebook. Just tap on the present icon on the main screen to find out more and view the step-by-step guide on unlocking Daily Rewards.

## 2. How long do I have to wait for my Daily Rewards to be unlocked?

After you've joined The Burrow by DBS on Facebook, the verification process may take between **7-10 business days**. You'll receive a mail message in Bol<sup>2</sup> once the verification is successful!

To make up for this waiting time, once the verification is complete, your first claim will award you the Daily Reward on that day **as well as** those available over the previous 6 days! Do note that the verification process will take some time, so be sure to join The Burrow by DBS earlier to ensure that you can claim your Daily Rewards before the game ends.

## 3. How do I get my subsequent Daily Rewards?

Once you've unlocked the Daily Rewards, you will have to visit the Daily Rewards page and tap on the "CLAIM TODAY'S REWARD" button each day to claim that day's reward. If you miss out on claiming for a specific day, that reward will no longer be available once the day is over, so be sure to check in often!

## 4. What is The Burrow?

The DBS/POSB community, also known as "The Burrow", is an online community for financial literacy!

All members gain access to:

- Conversations and tips on personal finance management
- Learning units and hacks to unlock the full potential of your investments and savings
- Events to enhance your personal finance
- Fun contest, activities, and giveaways!

## OTHERS

### 1. What is hidden behind the Red Door?



Well, you'll have to wait and see! I'm sure your BoI<sup>2</sup> is itching to explore what lies ahead too...