

## Frequently Asked Questions (FAQs) for OCBC Digital UEFA EURO 2024 Lucky Draw Campaign

### 1. When is the Promotion Period?

The Promotion will run from 13 May 2024 to 9 June 2024 (both dates inclusive).

### 2. What are the Lucky Draw prizes?

There are 3 prizes.

Each prize winner will receive a 3-days, 2-nights trip for 1 winner and 1 guest to Berlin, Germany and tickets to watch the UEFA Euro 2024 Finals. ("Trip")

The Trip includes:

- 1 pair of economy class return air tickets, departing from Singapore for Berlin, Germany on or around 13 July 2024 and departing from Berlin, Germany for Singapore on or around 15 July 2024,
- 1 double-occupancy accommodation at a 4-star hotel at Berlin, Germany from 13 July 2024 to 15 July 2024,
- 1 pair of tickets to UEFA EURO 2024 Final Game (Match 51) held at Berlin, Germany, Olympiastadion Berlin on 14 July 2024, 21:00 (GMT +2).

### 3. How do I participate in the Lucky Draw?

To be eligible for the Lucky Draw, you must be at least 18 years old, have an OCBC deposit account that is active and in good standing from the start of the promotion period until at least 2 months after the end of the promotion and make at least 1 eligible overseas Alipay+ QR transaction with a minimum transaction value of SGD1 equivalent via OCBC Digital app during the promotion period.

### 4. How do I accumulate my Lucky Draw chances?

You will be entitled to 5 Lucky Draw chances for each eligible overseas Alipay+ QR Transaction with a minimum transaction value of SGD1 equivalent made during the promotion period and 1 bonus Lucky draw chance for each eligible local NETS QR Transaction made during the promotion period.

If you only make local NETS QR transactions during the promotion period, without any eligible overseas Alipay+ QR transactions, you will not be eligible to take part in the Lucky Draw.

To illustrate:

Transaction Type and Date during Promotion Period	Number of Lucky Draw chances	Result
<b>Customer A</b>		
5 x local NETS QR transactions	5	Eligible Customer has 10 Lucky Draw chances
1 x overseas Alipay+ QR transactions	5	
<b>Customer B</b>		
10 x local NETS QR transactions	Nil	Not eligible to take part in the Lucky Draw as customer does not fulfil the eligibility criteria of at least 1 eligible
0 x overseas Alipay+ QR transactions	Nil	

		overseas Alipay+ QR transaction
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**5. When and where will the Lucky Draw be conducted?**

The Lucky Draw will be conducted in the presence of an independent auditor on 13 June 2024, 3pm at OCBC Centre, 63 Chulia Street #22-00 Singapore 049514 (or at such venue, date and time as may be determined and informed), via randomized approach through electronic means.

**6. When and how would I be notified if I am a winner of the Lucky Draw?**

You will be notified by us via a call and email within 7 calendar days after the draw date. We will attempt to call you for up to 3 times over 24 hours from the first attempt and you will have 1 calendar day from the date of notification to accept the gift.

**7. If I am a winner, under what circumstances will my gift be forfeited?**

You will be deemed to have forfeited the right to the gift if you are not contactable after reasonable attempts by OCBC within the stated deadline (24 hours from first attempt of contact).

The gift will also be forfeited if you are unable to travel to the destination due to reasons such as not having a valid travel visa to enter the destination.

**8. Is the gift transferrable?**

No, the gift or any components of the gift is not transferrable, there will not be any replacement or compensation if you are unable to accept the gift or travel to the destination.



**9. Will the bank inform me of the number of Lucky Draw chances I have accumulated? How can I check the number of Lucky Draw chances I have accumulated for the Lucky Draw?**

No, the bank will not be informing you the accumulated lucky draw chances during and/or after the Promotion Period.

The total number of Lucky Draw chances will be tabulated at the end of the Promotion Period before conducting the Lucky Draw. OCBC will identify and only get in touch with the winners.

**10. Where can I use Alipay+ QR to pay for my transactions, and how do I know if my transaction is made via Alipay+ QR?**

You may pay at merchants that accepts Alipay QR code in China and Alipay+ QR code in other countries. Simply look out for the below acceptance marks at the store or cashier:

Alipay+	
Alipay	

You will be able to identify Alipay+ QR transaction onscreen during payment, and it will also be reflected in your transaction history.

Example:



**11. I’ve made a QR payment at an Alipay+ merchant but was unable to locate an Alipay+ QR transaction on my transaction history. Why is this so?**

If you have scanned a QR that supports both Alipay+ QR and Unionpay QR, the transaction will be processed as a Unionpay QR. Please request for a separate Alipay+ QR from the merchant if available or please visit another merchant that accepts Alipay+ QR to make an Alipay+ QR transaction.

**12. Where can I use NETS QR to pay for my transactions, and how do I know if my transaction is made via NETS QR?**

Simply look out for the below acceptance mark at the store or cashier



You will be able to identify NETS QR transaction with the transaction description reflected on the transaction history.

Example:



**13. Where can I find the applicable Terms and Conditions?**

Terms and Conditions Governing the OCBC Digital UEFA EURO 2024 Lucky Draw Campaign  
Terms and Conditions Governing the UEFA EURO 2024 Match Tickets  
OCBC’s travel partner’s terms and conditions apply.

**If the Winner or the Guest violates any of the conditions set out in the Terms and Conditions Governing the UEFA EURO 2024 Match Tickets, both the Winner and the Guest will be denied entry into the stadium or be removed from the stadium; the Gift (including all aspects of it such as hotel accommodation, airline tickets etc.) shall be cancelled immediately (regardless if they have arrived in Germany or at the relevant football stadium) and there will be no compensation whatsoever after such cancellation. Furthermore, OCBC and/or Alipay+ reserves the right to claim back from the Winner any part of the Gift already fulfilled/awarded.**