

**Frequently Asked Questions**  
**NETS Heartlands Go Digital Lucky Draw Campaign**  
(20<sup>th</sup> November – 31<sup>st</sup> January 2022)

**1. How do I qualify for this promotion?**

- a. From 20<sup>th</sup> November – 31<sup>st</sup> January 2022, simply spend a minimum of \$10 in a single receipt, with your DBS/POSB, HSBC, Maybank, OCBC, Standard Chartered or UOB NETS bank card to qualify for the promotion.
- b. From 20<sup>th</sup> November – 31<sup>st</sup> January 2022, simply scan the NETS QR code and make a minimum transaction of \$10, via Participating Bank Mobile Applications (which include NETSPay, DBS PayLah, DBS digibank mobile app, POSB digibank mobile app, UOB TMRW, OCBC Pay Anyone™, OCBC Digital and Standard Chartered Mobile Banking App) to qualify for the promotion.

**2. If I spent \$12 at a coffee shop and \$15 at a supermarket, how many chances can I get?**

You will receive two (2) chances. One (1) chance from the coffee shop and one (1) chance from the supermarket respectively.

**3. If I make donation to any charity organisation, how many chances can I get?**

You will receive zero (0) chances. Gaming, financial, charity, money-changing, government-linked and non-profit organisations are excluded from this campaign as participating merchants.

**4. Which are the participating merchants?**

Please visit [www.nets.com.sg/NETSHeartlandGoDigital](http://www.nets.com.sg/NETSHeartlandGoDigital) for the complete list of participating merchants.

**5. What are the prizes for the lucky draw?**

Lucky winners will receive cash reward of \$100.

**6. How many winners will there be?**

There will be 150 winners.

**7. When is the lucky draw date and where will the draw be held?**

The draw will be conducted at NETS premises (351 Braddell Road Singapore 579713) and names of the winners will also be publicly published on the NETS website ([www.nets.com.sg](http://www.nets.com.sg)) as per the schedule below.

Campaign/ Qualifying Period	Total Winner	Draw Date	Winner Website Announcement date
20 <sup>th</sup> November – 31 <sup>st</sup> December 2021	100	10 <sup>th</sup> January 2022	10 <sup>th</sup> February 2022
1 <sup>st</sup> January – 31 <sup>st</sup> January 2022	50	10 <sup>th</sup> February 2022	10 <sup>th</sup> March 2022

**8. Can I win more than once?**

Yes, there will be 2 draws in this campaign. Customers will only be entitled to one prize for each draw.

**9. How will I know if I am one of the winners?**

The participating bank or NETS will notify you if you are one of the lucky winners. The list of winners will also be published on NETS website on the scheduled dates mentioned above.

**10. When will I receive my prize?**

You will receive your cash reward within 3 months of the date of draw.

**11. What to do if I am one of the winners?**

Upon successful verification of your entry, you will be required to sign the redemption form which we will mail to you.

**12. How do I submit the redemption form?**

Upon completing the redemption form, you can either email the form to [marketing@nets.com.sg](mailto:marketing@nets.com.sg) or mail to our NETS customer service at 351 Braddell Road #01-03 Singapore 579713.

**13. What is the final date of the redemption form submission?**

Winners need to submit the redemption form specified in the redemption form.

**14. What happens if I missed the deadline to submit the redemption form?**

We will not be able to entertain any requests to redeem the prizes outside of this period. All unredeemed prizes will be forfeited and donated to charity.

**15. How do I know if my redemption letter is received?**

You will receive an acknowledgment email reply by NETS.

**16. I have submitted the redemption form. But I'm still waiting for my cash reward. What should I do?**

It usually takes an average of 1 calendar month from the date the submitted Redemption Form is acknowledged before winners will receive the cash reward.

Alternatively, you can check your cash reward crediting under fulfilment status in our promotion page [www.nets.com.sg/NETSHeartlandGoDigital](http://www.nets.com.sg/NETSHeartlandGoDigital)

**17. I do not wish to participate in the lucky draw. What should I do?**

You may opt out of the Heartlands Go Digital Lucky Draw by emailing to [marketing@nets.com.sg](mailto:marketing@nets.com.sg) with your full name, email address, contact number and bank name before 31<sup>st</sup> December 2021.

**18. What kind of personal information will be used for the purpose of the Lucky Draw?**

Your full name and/or partially masked contact information (e.g. mobile number, email address, mailing address) may be used for the purpose of verifying your identity and contacting you to claim the prizes, as well as for publishing the results.

**19. Who is the organiser of the Lucky Draw?**

Network for Electronic Transfers (Singapore) Pte Ltd (NETS) is the organiser of the Lucky Draw. The NETS' office is located at 351 Braddell Road #01-03 Singapore 579713.

**20. Where can I get more information about the Lucky Draw?**

For the full terms and conditions, please view the Terms & Conditions page, or visit [www.nets.com.sg/NETSHeartlandGoDigital](http://www.nets.com.sg/NETSHeartlandGoDigital) for further information.

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