

## **CUSTOMER FAQs**

### **1) How long is the promotion period for the OCBC Child Development Account (CDA) Welcome Bundle 2020?**

15 June to 31 December 2020, both dates inclusive.

### **2) How can I receive the Welcome Bundle?**

You will have to do the following:

- a. Register for the OCBC CDA Welcome Bundle 2020 [here](#) by 31 December 2020; and
- b. Successfully open an OCBC CDA by 31 December 2020.

### **3) Is it mandatory for me to register for the Welcome Bundle before I can receive it?**

Yes. You will not be eligible to receive the Welcome Bundle if you did not register for it.

### **4) How do I know if I have successfully registered for the Welcome Bundle?**

Upon submitting your registration [here](#), you will be provided a 16 digit reference number, along with the date and time of your submission as confirmation of your successful registration.

### **5) Do I have to open an OCBC CDA during the promotion period to receive the Welcome Bundle?**

Yes, the OCBC CDA must be opened during the promotion period. Customers who open their OCBC CDA before and/or after the Promotion Period will not be eligible to receive the Welcome Bundle.

### **6) I have forgotten to register for the Welcome Bundle but I have successfully opened an OCBC CDA. Can I still get the Welcome Bundle?**

Yes, you can still receive the Welcome Bundle if you register for the Welcome Bundle from now till 31 December 2020. You will then receive the Welcome Bundle within 45 days of successful registration.

### **7) I have opened my child's CDA with another bank. Will I be able to enjoy the promotion if I switch over to OCBC?**

Yes, you will be eligible if you fulfil the eligibility criteria for the promotion.

### **8) How will the Welcome Bundle be sent to me?**

An electronic direct mailer (eDM) with the redemption details of the offers in the Welcome Bundle will be sent to your email address listed in the bank's records within 45 days of account opening/date of successful registration via the [promotion page](#).

### **9) Can I receive more than one Welcome Bundle?**

No, you are only entitled to redeem one Welcome Bundle per CDA.

**10) Can I exchange the offers in the Welcome Bundle if I am not planning to use them?**

No. All offers cannot be exchanged for cash, credit or other benefits.

**11) How long are the Promo Codes in the Welcome Bundle valid for?**

The validity of the Promo Codes for each offer varies:

- Best Imprezzione – 1 year from the date of issuance
- Sweetest Moments – 6 months from the date of issuance
- Mokksies – 1 year from the date of issuance
- Best Denki – 6 months from the date of issuance
- Millennium Hotels and Resorts – 1 year from the date of issuance

**12) For Best Imprezzione:**

**a. Can I receive the free 6R Designers' Frames without making any purchase?**

Yes. Please contact Best Imprezzione Team at 6338 6181 for the collection of the free 6R Designers' Frames. Please remember to quote the Promo Code when making the appointment.

**b. How much is the free 6R Designers' Frames worth?**

The free 6R Designers' Frame is valued between S\$30 to S\$45.

**c. Can I combine the free 6R Designers' Frames with the package Promo Code?**

Yes. You can combine both offers. For example, for a package worth \$189, you will get \$25 off the package and you can upgrade your basic frame to the free 6R Designers' frame. Total discount value will range between S\$55 - S\$70.

**d. For any enquiries pertaining to this promotion, please contact the Best Imprezzione Team at 6338 6181.**

**13) For Sweetest Moments:**

**a. Is there a minimum spend for the Promo Code?**

No, there is no minimum spend.

**b. Is there a minimum order?**

For the following products under the Full Month Category, there is a minimum order of 5 boxes:

1. 4U Packages
2. De Petit Packages
3. Classic Packages

Otherwise, there is no minimum order.

**c. How do I place an order?**

Please place your order [online](#). For guidance on ordering online, please click [here](#).

- d. **For any enquiries pertaining to this promotion, please contact the Sweetest Moment Team by submitting an enquiry at [enquiries@sweetestmoments.com.sg](mailto:enquiries@sweetestmoments.com.sg).**

**14) For Mokksies:**

- a. **Can I use both Promo Codes?**

Yes. In order to use both Promo Codes, you will need to do 2 separate online purchases. You can only use one Promo Code per online purchase.

- b. **For any enquiries pertaining to this promotion, please contact the Mokksies Team by submitting an enquiry at <https://mokksies.com/pages/contact-us>**

**15) For Best Denki:**

- a. **Can I use the Promo Code at Best Denki retail outlets?**

No. The Promo Code is only valid at Best Denki's online store:  
<https://www.bestdenki.com.sg>

- b. **For any enquiries pertaining to this promotion, please send an email to [inquiries@bestdenki.com.sg](mailto:inquiries@bestdenki.com.sg)**

**16) For Millennium Hotels and Resorts:**

- a. **Where can I book my stay?**

Please make your reservation [online](#) by entering the promotion code.

- b. **When can I start booking?**

Booking period is from now till 31 June 2021 for stay period is from now till 31 December 2021, subject to rooms availability.

- c. **Can I cancel once I have made a reservation?**

Cancellation or changes are not allowed upon confirmation of reservation. All no show reservation will be charged based on one (1) night's room rate.

- d. **Is breakfast included as part of the room booking?**

Yes. Breakfast for 2 is included.

- e. **Is there free parking?**

Parking within the carpark of the respective hotels is subjected to hotel availability and applicable only during the period when you have a valid booking for a stay at the respective hotels.

- f. **Are there any blackout periods?**

Yes. Blackout dates for each property are as follows:

Blackout dates for Copthorne King's Hotel Singapore: 17-20 September 2020; 28 September – 1 October 2020; 31 December 2020; 1-4 March 2021; 21-24 June 2021 and 31 December 2021

Blackout dates for Grand Copthorne Waterfront Hotel Singapore: Blackout dates for M Hotel Singapore: 17-20 September 2020; 28 September – 1 October 2020; 19-22 October 2020; 24-25; 31 December 2020; 1-4 March 2021; 21-24 June 2021; 25-28 October 2021; 24-25 and 31 December 2021

Blackout dates for M Hotel Singapore: 17-20 September 2020; 28 September – 1 October 2020; 19-22 October 2020; 24-25; 31 December 2020; 1-4 March 2021; 21-24 June 2021; 25-28 October 2021; 24-25 and 31 December 2021

Blackout dates for M Social Singapore: Blackout dates for M Hotel Singapore: 17-20 September 2020; 28 September – 1 October 2020; 19-22 October 2020; 24-25; 31 December 2020; 1-4 March 2021; 21-24 June 2021; 25-28 October 2021; 24-25 and 31 December 2021

Blackout dates for Orchard Hotel Singapore: Blackout dates for M Hotel Singapore: 17-20 September 2020; 28 September – 1 October 2020; 19-22 October 2020; 24-25; 31 December 2020; 1-4 March 2021; 21-24 June 2021; 25-28 October 2021; 24-25 and 31 December 2021

Blackout dates for Studio M Hotel Singapore: 17-20 September 2020; 28 September – 1 October 2020; 31 December 2020; 1-4 March 2021; 21-24 June 2021 and 31 December 2021

- g. For any enquiries pertaining to this promotion, please contact the respective hotels as follow:**

**Copthorne King's Hotel Singapore:**

Cherrlyn Lim  
8183 8034  
[cherrlyn.lim@millenniumhotels.com](mailto:cherrlyn.lim@millenniumhotels.com)

**Grand Copthorne Waterfront Hotel:**

Jiun Lee  
6233 1311  
[peikjiun.lee@millenniumhotels.com](mailto:peikjiun.lee@millenniumhotels.com)

**M Hotel Singapore:**

6224 1133  
[enquiry.mhs@millenniumhotels.com](mailto:enquiry.mhs@millenniumhotels.com)

**M Social Singapore:**

Kerina Choo  
6340 1000  
[kerina.choogm@millenniumhotels.com](mailto:kerina.choogm@millenniumhotels.com)

**Orchard Hotel Singapore:**

Jessica Yeow  
[Jessica.yeow@millenniumhotels.com](mailto:Jessica.yeow@millenniumhotels.com)  
6739 6527

**Studio M Hotel:**

[Reservations.SMH@millenniumhotels.com](mailto:Reservations.SMH@millenniumhotels.com)  
6808 8890

**17) Where can I obtain more information on the CDA Welcome Bundle promotion and each of the offers?**

You can go to our OCBC CDA webpage to find out more: [www.ocbc.com/cda](http://www.ocbc.com/cda)