

## **Frequently Asked Questions for SG60 National Day Campaign**

**1. When is the promotion period of this campaign?**

This campaign runs from 1 August 2025 to 12 September 2025.

**2. What is the size of the Stitch Charm?**

The Stitch Charm measures: 10cm in width, 15cm from ear to ear, 10cm in height (without keychain), and 7cm in keychain length, with a weight of 50 grams.

**3. What is the design of the Stitch Charm that I will receive if I fulfil the criteria?**

The Stitch Charm designs are allocated based on the Qualifying Period that you opened the Eligible Account or Eligible Child Account or submitted the e-form and deposited the fresh funds into the 360 Account.

For New OCBC Rewards Cardmember, the Stitch Charm design will be allocated based on the Qualifying Period that you applied for the card.

Existing Customers may also choose to redeem the Stitch Charm using OCBC Rewards points (as per point 13 below).

### **New OCBC Cardmember:**

**4. How do I know if I am eligible to be a New OCBC Cardmember?**

A new OCBC cardmember is defined as a customer who does not currently possess an OCBC Credit Card and has not held one in the 12 months leading up to the promotion start date. Customers who hold an existing supplementary OCBC credit card but do not have a principal OCBC credit card remain eligible.

Please note that applicants who cancelled an OCBC Credit Card within the 12 months before the promotion start date and re-applied are not eligible.

**5. What are the requirements to qualify for the promotion for New OCBC Cardmember?**

Apply successfully for a new OCBC Rewards Card during the promotion period, and make a minimum qualifying spend of S\$60 on the newly approved OCBC Rewards Card within 30 days from the card approval date.

The OCBC credit card account must remain active and in good standing from the beginning of the promotion period until the reward is fulfilled.

**6. What is the design of the Stitch Charm I will receive for a New OCBC Rewards Card cardmember?**

The Stitch Charm design is determined by the card application date.

### **New Eligible Account and New Eligible Child Account:**

**7. How do I know if I qualify for a “New Eligible Account” or a “New Eligible Child Account”?**

A new Eligible Account holder is defined as a customer who open a new 360 Account and did not close their existing 360 account (opened before the Promotion Period) and re-opened a new 360 account. The 360 account must be active and in good standing with OCBC Bank until the fulfilment date.

Employees of OCBC are not eligible for the “New Eligible Account”.

A new Eligible Child Account holder is defined as a parent who opens an OCBC MyOwn Account or OCBC Child Development Account and did not close their existing Eligible Child Accounts (opened before the Promotion Period) and re-open a new Child Account. The New Eligible Child Account must be active and in good standing with OCBC Bank until the fulfilment date.

The Stitch Charm design will be allocated based on the account opening date, awarded on a first-come-first-serve basis, subject to availability.

### **Eligible Deposits Customer:**

**8. How will I be notified if I have successfully registered via the e-form for the top up promotion?**

You will receive email acknowledgement to your registered email address with the Bank once the e-form has been submitted successfully.

**9. When will the fresh funds of S\$6,000 be earmarked?**

The fresh funds will be earmarked for 60 days from the last date of the selected Qualifying Period.

**10. What should I do if I do not receive any email acknowledgement upon e-form submission?**

You will need to re-submit the e-form again for us to record your entry.

Please ensure that your email address have been registered with us. If your submission is successful, you will receive the acknowledgment email to your registered email address.

**11. If I deposited the fresh funds of S\$6,000 on Week 1, and applied via the e-form on Week 2, will I be eligible?**

No, it will be deemed as ineligible. The fresh funds and online registration form submission will need to be done during the same Qualifying Period.

**12. Can I get all the 6 designs of Stitch Charms if I participate in the Deposits Top up every week?**

Yes, if you register via the online registration form weekly during each Qualifying Period and deposit fresh funds every week.

Please note that the Charms are awarded first-come-first-serve basis, subject to availability.

**OCBC Redemption:**

**13. What OCBC Rewards currency and how many points are required to redeem one (1) Stitch Charm?**

You can redeem the Stitch Charm using OCBC Rewards Points in the form of OCBC\$, 90°N Miles, or Voyage Miles.

Currency	Points required per Stitch Charm
OCBC\$	5,000
90°N Miles	1,327
Voyage Miles	1,238

**14. Where and when can I collect my Stitch Charm?**

Present your redemption voucher / notice at Short-Q, located at 176 Orchard Road, #01-57 The Centrepoint, Singapore 238843.

Short-Q is open daily from 11am to 8pm.

\*Note: For OCBC Rewards currency redemption, there will be a redemption voucher sent to your email address as registered with STACK.

**Others:**

**15. How will I know if I am qualified to redeem the charms?**

You will be notified through an email and/or SMS sent to your email address or Mobile number on record with the Bank latest by 30 November 2025.

**16. Can I collect a different Stitch Charm than the other specified in my voucher?**

No, you can only collect the Stitch Charm that is specified on your redemption voucher. Uncollected Stitch Charms will be forfeited after 31 December 2025 and cannot be claimed afterward.

**17. Are refunds, replacements, or exchanges allowed after redemption or collection?**

No, refunds, replacements, or exchanges are strictly not allowed once the Stitch Charm has been redeemed or collected.