SAFRA Treat$ & Deal$

FREQUENTLY ASKED QUESTIONS

1. OVERVIEW

1.1	**What is Treats & Deals?**

Treats & Deals or **treats.safra.sg** is an online portal that offers SAFRA members' exclusive discounts of up to 30% on F&B, grocery, movie vouchers & more.

For greater convenience, we are gradually expanding our voucher offerings to include Digital Voucher sales to be accepted at partnering merchants where members need not pick up their voucher purchases at SAFRA clubs (subject to merchants' acceptance).

For Physical Voucher deals, members must select from any one of the seven (7) SAFRA clubs subject to availability and pick up their voucher purchases timely.

1.2	**Who can purchase on Treats & Deals?**

All valid SAFRA members are eligible to purchase (excluding NSFs on Free Trial Membership).

1.3	**I forgot my Password. How do I retrieve it?**

Click 'Forget Password' on **treats.safra.sg.** Enter your Login ID and registered email and a new password will be sent to you via email.

1.4	**I would like to be updated with new vouchers / items on sale at Treats & Deals.**

For updates on new voucher sales, check out these websites regularly:

- **treats.safra.sg**
- **https://www.safra.sg/membership/safra-treats-deals**

1.5	**Where can I learn more about the Terms & Conditions on Purchases, Collection/Usage and Purchasing Eligibility?**

For detailed Terms & Conditions, read more **here**.

SAFRA Treat$ & Deal$

FREQUENTLY ASKED QUESTIONS

2. PURCHASES

2.1	**How to purchase on Treats & Deals?**
Login with your m.safra.sg account username and password at **treats.safra.sg**. Don't have a mySAFRA account? Sign up **here**. Refer to the **Buying Guide** on how to make a purchase at **treats.safra.sg**.	
2.2	**How do I differentiate between a Physical and Digital voucher sale?**
Deals that offer Digital vouchers are clearly indicated in the header and once you click on the deal, you will also be able to see the description and terms & conditions clearly stating the voucher type. Additionally, there is no option for the member to select a clubhouse if you are purchasing a Digital Voucher.	
2.3	**I saw a few deals with 2 different selling prices indicated. How do I know which is applicable to me?**
Upon login to **treats.safra.sg**, the system will accord the price according to your membership type. SAFRA member rate applies to all SAFRA members. SAFRA MovieMax member rate applies to SAFRA members who have joined MovieMax Interest Group (2-year membership at $30; more details **here**).	
2.4	**How many sets of vouchers can each member buy?**
Each SAFRA member is entitled to purchase a limited quantity. Refer to the 'Description' and/or 'Terms & Conditions' of each of the respective deals for more details.	

2.5	**Does every voucher sale commence at the same time?**

No, voucher sales do not have the same start time. However, every sale listed on **treats.safra.sg** has its individual start date and a countdown timer to indicate the estimated start time of the sale. Note that voucher sale dates are subject to changes.





2.6	**I accidentally purchased the wrong vouchers/items or misplaced/damaged my Physical/Digital Voucher/Event-related deals. Can I get a refund or exchange?**

No, you cannot. Unfortunately, all vouchers/items (Physical/Digital/Event-related deals) sold are non-refundable, non-exchangeable, non-transferrable, and cannot be cancelled, replaced or re-issued if lost, defaced, damaged, expired and/or voided.

Users have up to 15 minutes to complete the transaction (including payment).

2.7	**I have made payment successfully but why is it that I did not receive any receipt in my email.**

Other than the Inbox folder, check your Junk or Spam mail folder as your email security setting may have classified the email receipt in either the Junk or Spam folder. Add this email **admintnd@safra.sg** to your list of safe senders to ensure that the email receipt arrives at your Inbox instead.

Alternatively, you may login to **treats.safra.sg** and retrieve a copy of your receipt under 'Order History'.

Should you still encounter issues, do email us at **mbactivity@safra.sg** allowing us three (3) to five (5) working days to get back to you.

SAFRA Treat$ & Deal$

FREQUENTLY ASKED QUESTIONS

3. COLLECTION (PHYSICAL VOUCHER DEALS ONLY)

3.1	What do I need to bring along to collect my Physical Voucher/item purchases?

All Physical Voucher purchases must be collected in person within 15 days from (Date of Purchase)*, as per the stipulated Terms & Conditions. Proceed to the Customer Service counter of your selected SAFRA Club from 9am to 9pm daily (except on the Eve of, 1st and 2nd day of Chinese New Year).

You are required to present your SAFRA Membership card or e-card/SAFRA DBS card in person to facilitate collection of your purchase.

*An administrative fee of $5 will be levied for late collection (after 15 days from Date of Purchase). An additional $5 administrative fee will be charged for any subsequent change of 'Location' for collection of vouchers upon request.

How to count 15 days from Date of Purchase?
Date of Purchase: 1 Aug
Day 1: 2 Aug
Collect by Day 15: 16 Aug

3.2	Why am I required to sign an acknowledgment form at point of collection at the Club?

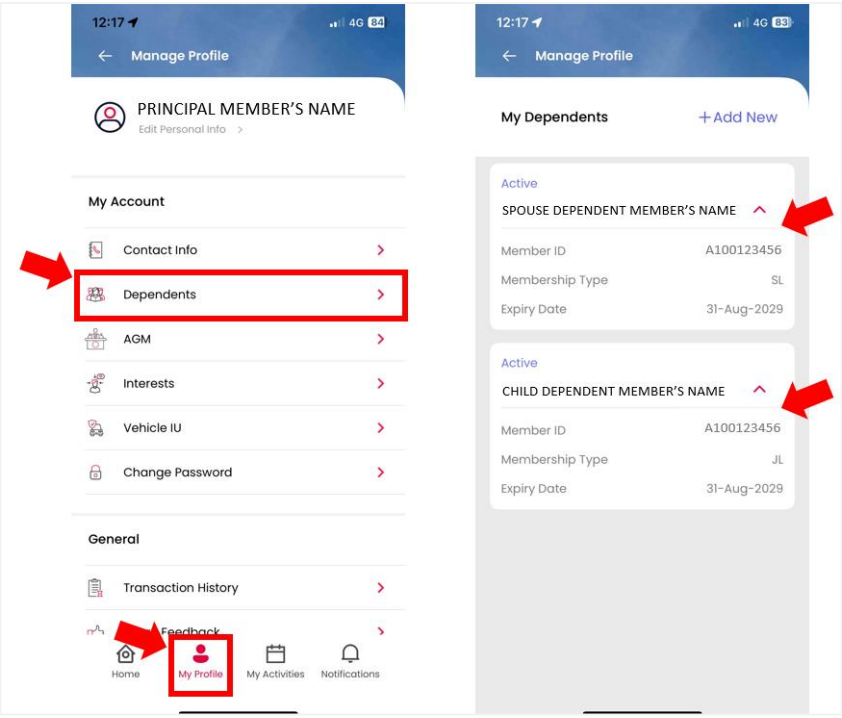
Your acknowledgment is required as it ensures that you have checked the following:

- Physical Vouchers/items are correctly issued in good condition.
- Physical Voucher/item's expiry date is stamped on the voucher/item and you acknowledge that strictly no extension, no refunds, non-transferable, and cannot be cancelled, replaced or re-issued if lost, defaced, damaged, expired and/or voided.

3.3	**I am unable to personally collect the vouchers/items; can I arrange for someone to collect on my behalf?**

Yes, you can. Members receive 2 follow-up email reminders from the Date of Purchase. You can arrange for a proxy/authorised personnel and he/she will need to present the following documents during collection:

- A clear visual of your valid SAFRA card or e-card for sighting only.
- Clear print-out or visual of receipt of the purchase for sighting only.
- A signed copy of Letter of Authorisation that will be retained for tallying purpose (download **here**).
- If a Principal member is collecting on behalf of a Spouse Dependent member, Spouse' e-card is not required — provided the Principal member can access the Spouse Dependent's member ID via his own account in the SAFRA app under *My Profile* > *Dependents* (see screenshot below). If this setup has not been completed, the e-card must be presented instead.

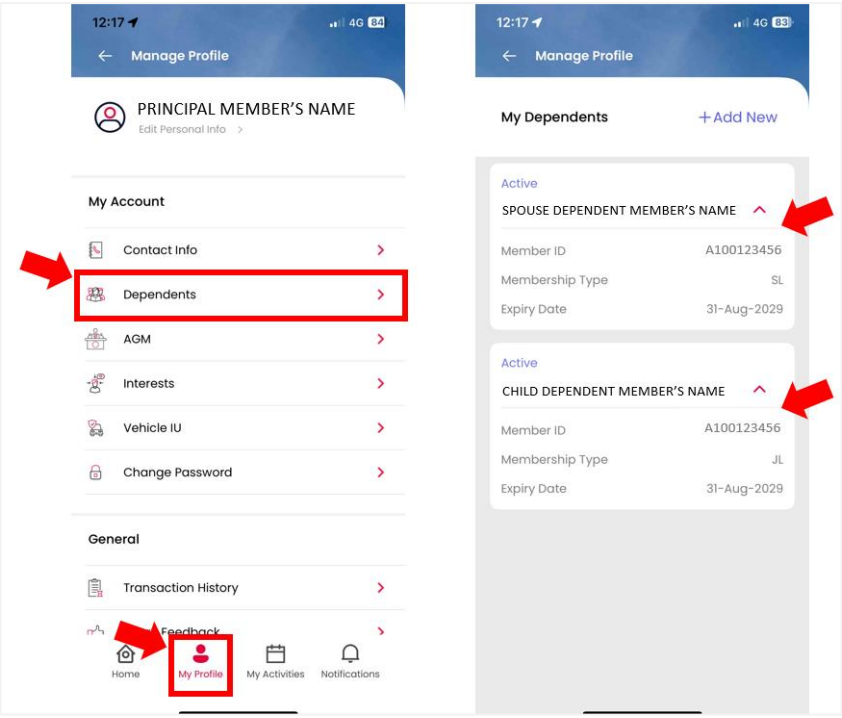


3.4	**I wish to collect physical vouchers on behalf of my Child Dependent Member, do I need to present the Letter of Authorisation?**

No, you do not need. Inform our Customer Service colleagues that you are the parent of the child.

Principal member is required to present the following for sighting verification purpose:

- Your Membership card or e-card
- Clear print-out or visual of receipt of the purchase for sighting only.
- Your Child Dependent's Membership card or e-card. Principal member can access the Child Dependent's member ID via his own account in the SAFRA app under *My Profile* > *Dependents* (see screenshot below). If this setup has not been completed, the e-card must be presented instead.



3.5	**I wish to collect physical vouchers for my Spouse, do I need to present the Letter of Authorisation? What other documents do I need to bring along?**

Yes, you need to. For details, follow Pt 3.3.

FREQUENTLY ASKED QUESTIONS

3.6	**What happens if I collect my Physical Voucher purchase after fifteen (15) days from Date of Purchase? Can I still collect?**

Yes, you can collect. Additionally, an administrative fee of $5 will be levied for late collection. This $5 administrative fee will be collected during collection of your physical vouchers/items at the Club's Customer Service counters.

Note that members will receive 2 follow-up email reminders from the Date of Purchase. We strongly encourage you to pick up your vouchers/items or arrange for a proxy/authorised personnel within 15 days from Date of Purchase to avoid vouchers/items from expiring (See Pt 3.3 for details).

How to count 15 days from Date of Purchase?
Date of Purchase: 1 Aug
Day 1: 2 Aug
Collect by Day 15: 16 Aug

3.7	**I am unable to collect within fifteen (15) days from Date of Purchase. What should I do?**

There is an administrative fee of $5 per voucher/item for late collection. Note that members receive 2 follow-up email reminders from the Date of Purchase.

We understand that you may not be able to do so due to unforeseen circumstances, and as such, we strongly encourage you to:

1) Arrange for a proxy/authorised personnel to collect on your behalf (See Pt 3.3 for details).
2) Email us at **mbactivity@safra.sg** to seek a one-time extension of collection (subject to SAFRA's review).

Kindly allow three (3) to five (5) working days for us to get back to you. All requests are subject to approval and final decision is at SAFRA's discretion.

FREQUENTLY ASKED QUESTIONS

3.8	**I selected the wrong 'Location' to collect my Physical vouchers/items purchased. What should I do?**
The 'Location' cannot be amended once a purchase has been completed. An additional $5 administrative fee will be levied for any change of 'Location' for the collection of respective Physical Voucher purchases and the transfer requires five (5) to seven (7) working days, subject to change. For further queries, do email us at **mbactivity@safra.sg** allowing us three (3) to five (5) working days to get back to you.	
3.9	**I purchased tickets to an event, do I need to collect the tickets?**
No prior collection of event tickets is required, unless otherwise stated. Should there be a need to collect physical event tickets at any SAFRA clubs, SAFRA will inform you in advance via email with details. For further queries, do email us at **mbactivity@safra.sg** allowing us three (3) to five (5) working days to get back to you.	
3.10	**I purchased tickets to an event, what do I need to bring on event day?**
You are required to present your SAFRA Membership card or e-card /SAFRA DBS card in person for onsite event registration purposes. For event updates, SAFRA will inform you in advance via email.	

FREQUENTLY ASKED QUESTIONS

4. USAGE

4.1	How do I use Digital Vouchers that I bought?

You will receive the transaction receipt and Digital Voucher(s) via a PDF attachment sent to your email entered at the point of checkout.

Brick & mortar store: Simply present the vouchers via your smart device when using.

Online store: Enter the code at the point of check out.

Important notes

1. Each Physical or Digital Voucher is valid for a single transaction and must be presented prior to ordering/check-out on partnering merchants' platforms (brick and mortar or online).

2. Any unused amount from the transaction will be forfeited. Once sold, SAFRA and/or the merchant will not be responsible for any unutilised or partially utilised Physical and Digital Vouchers.

4.2	My voucher was rejected. What should I do?

You may contact us at **mbactivity@safra.sg** allowing us three (3) to five (5) working days to get back to you.

4.3	I bought a Digital Voucher deal but I accidentally deleted the email containing the Digital Voucher PDF attachment. What should I do?

There are 2 ways in which you can retrieve the email and/or Digital Voucher PDF attachment:

1) Check your 'Deleted' folder in your mailbox.

2) Log in to Treats & Deals portal, go to your 'Order History' on the top left hand corner, select the transaction and click the 'View' button. The urls to the Digital Vouchers PDF attachment can be found within the top half of the page.

Alternatively, refer to the **Buying Guide** on where to find your Digital Vouchers.

FREQUENTLY ASKED QUESTIONS

4.4	**What happens if the total payable amount on a partnering merchant's website and/or at the brick and mortar store is less than and/or exceeds the value of the Physical/Digital Voucher?**
Each Physical and/or Digital Voucher is valid only for a single transaction and must be presented prior to ordering/check-out on partnering merchants' platforms (brick and mortar or online). Any unused amount from the voucher value will be forfeited and any amount exceeding the voucher value is payable by the customer. Each partnering merchant has its respective applicable terms & conditions on the use and/or redemption of Physical and/or Digital Vouchers purchased. As the holder of the Physical/Digital Voucher, you are bound to adhere to partnering merchants' terms & conditions i.e. you oblige to pay the difference and/or you acknowledge that any unused amount will be forfeited.	

For full list of **Terms & Conditions** on Purchases, Collection/Usage and Purchasing Eligibility, read more **here**.

To learn how to make a purchase at **treats.safra.sg**, refer to the **Buying Guide**.