

SINGTEL PRESTIGE PROGRAMME

Singtel Prestige Programme Frequently Asked Questions (FAQs)

What is the Singtel Prestige programme?

Singtel Prestige is an exclusive one year membership programme to reward our high value Singtel customers. As a member, you have access to priority services, exclusive benefits and invitations to Prestige-only events.

Who is eligible for the Singtel Prestige programme?

Singtel customers who have an existing Singtel Mobile, Home Broadband or Singtel TV service for at least 1 year, and have a minimum eligible spend of \$250 per month on your Singtel bill for the last 6 consecutive months while maintaining good credit standing, will be automatically enrolled into the Singtel Prestige programme. Membership is by invitation only.

How do I know if I am enrolled into the programme?

All Singtel Prestige members will receive a Welcome Pack at the start of their membership period. You can check your Singtel Prestige status and membership expiry date on your Singtel bill or when you login to the Singtel Rewards website > My Account.

What are the members' privileges?

As a Singtel Prestige member, you can look forward to:

1. Annual Singtel Prestige voucher worth up to \$550 to purchase a new phone
2. Mobile benefits & priority services
3. Exclusive festive giveaways and invitations to Prestige-only events

How can I be eligible for a Singtel Prestige Voucher?

To be eligible for a Singtel Prestige Voucher worth up to \$550 every year, you'll need to meet the following criterias:

- Maintain a minimum average eligible bill spend of \$250 per month during the 12-month membership period.
- Hold an active Singtel Mobile, Home Broadband or mio TV service for at least 1 year.
- Maintain a good credit standing.

*Voucher will be issued and mailed out within 1 month from the end of your Singtel Prestige membership.

What other mobile benefits or priority service can a Singtel Prestige member enjoy?

Singtel Prestige members can also enjoy:

- Waiver of \$10.70 administrative fee when you re-contract your mobile plan.

- 15% discount on accessories purchased at Singtel Retail Shops and selected Singtel Exclusive Retailers. Excluding Apple Original accessories, Sandisk Memory Cards, BEATs Audio Accessories, Xiaomi accessories, all wearables, memory cards and all discounted accessories.
- 14 day equipment exchange programme, excluding Apple devices.
- Priority queue ticket at Singtel Retail Shops and Singtel Technical Care.
- Priority queue at Singtel Prestige dedicated hotline, 6838 8000 (add +65 when calling from overseas).
- 2hr express FREE SIM card replacement and delivery for faulty SIM or when you lose your phone. Delivery time: Mon-Fri, 10am-6pm; Sat, 10am-4pm, excluding Sunday and Public Holidays.
- Priority invitation to Singtel handset launches, exclusive movie screenings and festive giveaways throughout your membership period. Members can also enjoy dining, shopping and other lifestyle discounts or perks at participating merchants, and on their birthday months.

Am I still eligible for Singtel Rewards treats and offers?

Yes. In addition to your Singtel Prestige perks and benefits, you can also redeemed for attractive treats offered under the Singtel Rewards Programme. Look out for more details at singtel.com/rewards.

Do I need to renew my Singtel Prestige membership?

Your Singtel Prestige membership will be automatically renewed after 12months. To be eligible for re-enrolment, you will need to maintain a minimum average eligible spend of \$250 per month for the 6 months preceding the expiry date of your existing membership, whilst maintaining a good credit standing.

How do I know if my Singtel Prestige membership has been renewed, or if I did not meet the minimum spend to qualify for re-enrollment?

Your Singtel Prestige status and membership expiry date is printed on your Singtel bill. Alternatively, you can also login to the Singtel Rewards website > My Account to check your membership status.

How can I check if I meet the minimum spend to qualify for the Singtel Prestige programme?

You can now view your Singtel bills via My Singtel App or on My Account using your Singtel OnePass.