

## **Frequently Asked Questions for the OCBC FRANK Card Sign-up S\$50 gigaBucks Promotion**

### **Must I be new to FRANK Credit Card to qualify for the OCBC FRANK Card Sign-up S\$50 gigaBucks Promotion?**

Yes, you must be a new FRANK Principal Cardmember. A “new FRANK Principal Cardmember” refers to any person who (i) currently does not hold an existing OCBC FRANK Credit Card, and (ii) has not held an OCBC FRANK Credit Card in the previous twelve (12) months. Applicants who had cancelled existing OCBC FRANK Credit Card facilities within the last twelve (12) months prior to the commencement of the Promotion and re-applied for such facilities under the Promotion are not eligible to participate in the Promotion.

### **What are gigaBucks?**

gigaBucks are credit stored in your gigaWallet that will be automatically used to offset your monthly giga! mobile subscription charges and/or to purchase extras or optional giga! services.

### **What is a gigaWallet?**

Your gigaWallet stores all the gigaBucks. Simply login to your giga! app, and you will see the gigaWallet icon at the top right hand corner of your dashboard.

### **What is the validity period of my gigaBucks?**

gigaBucks are valid for your use over 2-consecutive giga! mobile subscription renewal cycles period.

### **Where can I locate my gigaWallet?**

Your gigaWallet can be found on your giga! app dashboard. Simply login to your giga! app and look for wallet icon with a 'g' on it.

### **What can I use my gigaBucks for?**

Your gigaBucks can be used to purchase extras like Data packs or gigaRoam pass, or to offset amounts in your next months' giga! bill. Remaining gigaBucks will be automatically used to offset your next months' giga bill.

### **Can I pay partially using my gigaBucks?**

When you purchase extras, you will have the option to use your gigaBucks during payment as long as you have some stored value in your gigaWallet. You may then pay the remaining with your card added to your account.

### **When will I receive the S\$50 gigaBucks when I sign for the OCBC FRANK Card Sign-up S\$50 gigaBucks Promotion?**

S\$50 gigaBucks will be credited to your gigaWallet within 2 months of the approval of your application for a new FRANK Credit Card.

### **How will I know that I'm among the first 1000 customers to sign up for OCBC FRANK Card Sign-up S\$50 gigaBucks Promotion?**

There will be a message on this page stating that this promotion is fully redeemed once the first 1,000 customers have successfully signed up for the FRANK Credit Card under this promotion. You can then check your gigaWallet to know if you were among the first 1,000 customers by checking whether the S\$50 gigaBucks was disbursed (the gigaBucks will be credited to your gigaWallet within 2 months of the approval of your application for a new FRANK Credit Card).

**Where can I get more information regarding giga! mobile subscriptions, gigaBucks or gigaWallet?**

You can get more information regarding giga! mobile subscriptions, gigaBucks or gigaWallet at [www.giga.com.sg](http://www.giga.com.sg)