

"Viva Lucky Draw Craze" Promotion – FAQ

Promotion / Game Details

- Q1. How to participate in the "Viva Lucky Draw Craze" Game Promotion?
- Q2. I got a message regarding eToken(s) of "Viva Lucky Draw Craze" Promotion, how could I use it / them?
- Q3. Is registration required for "Viva Lucky Draw Craze" Promotion?
- Q4. I do not have Dah Sing Mobile Banking, how to participate in the Game?
- Q5. What is "Viva Grand Lucky Draw"? When will it start?
- Q6. Why does my smartphone fail to load the Game Site?
- Q7. Are the prizes in the lotus leaf different?
- Q8. I forgot whether the eToken is used, how can I check the eToken(s) usage record?
- Q9. When the cash rebate will be credited to my credit card account?

eToken

- Q10. I forgot the Prize Details and whether the eToken has won the Prize, how can I check the winning record?
- Q11. Are the eToken(s) still valid if the network connection is interrupted / lost after game started?
- Q12. How can I check the earned eToken(s) and its validity period?
- Q13. Can I give the eToken(s) to others for participating in the Game?
- Q14. How can I find the eToken from Dah Sing Mobile Banking / Why the button of "eToken Details" cannot be found?

Prize Redemption

- Q15. I forgot how to retrieve the Prize Details at Game Result Page, what can I do and how to use it?
- Q16. How to redeem bank products prize?

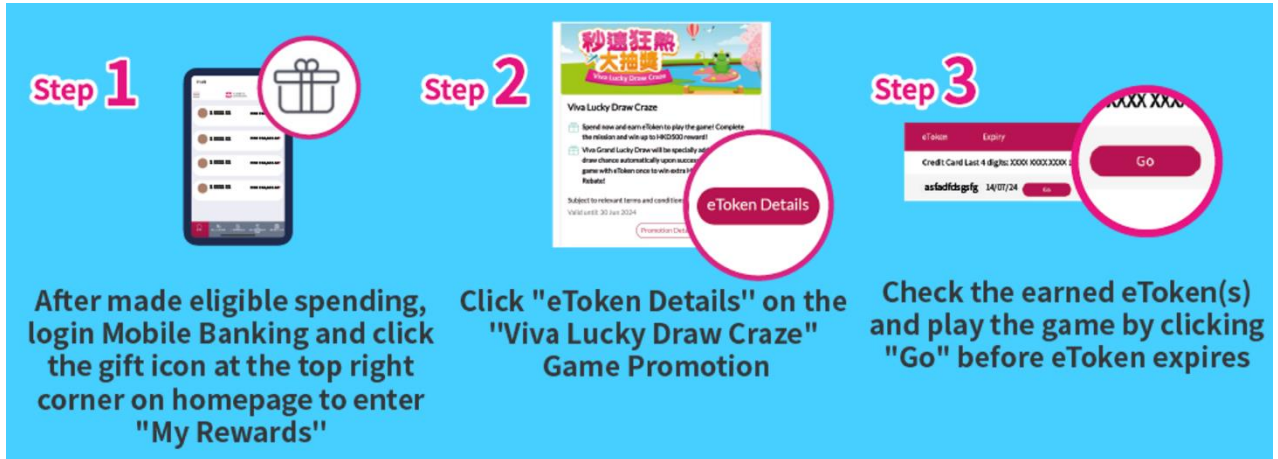
Q1. How to participate in the "Viva Lucky Draw Craze" Game Promotion?

From now till 30 Jun 2024, Eligible Principal Cardholder can earn 1 eToken by having made the designated single net spending amount on local or overseas retail or online transaction of HKD300 or above (or equivalent) with Eligible Card. Each Eligible Cardholder can receive a maximum of 10 eTokens under his / her Eligible Card(s) per spending phase, and up to a maximum of 20 eTokens during the entire Promotion Period. Spending made by Supplementary Card is not eligible for this Promotion.

Promotion Period	1 May – 30 Jun 2024 (both dates inclusive)
Spending Phase 1	1 May – 31 May 2024 (both dates inclusive)
Spending Phase 2	1 Jun – 30 Jun 2024 (both dates inclusive)
Game Period	1 May – 14 Jul 2024 (both dates inclusive)

Q2. I got a message regarding eToken(s) of "Viva Lucky Draw Craze" Promotion, how could I use it / them?

Cardholder is required to login Mobile Banking and select "Rewards" or click the gift icon at the top right corner on homepage to enter "My Rewards", then click "eToken Details" on the "Viva Lucky Draw Craze" Promotion and "Go" to use the eToken within eToken Validity Period and play the game.



Q3. Is registration required for "Viva Lucky Draw Craze" Promotion?

Registration is not required for this promotion. You can simply participate in the Game with valid eToken(s).

Q4. I do not have Dah Sing Mobile Banking, how to participate in the Game?

Cardholder can participate in the Game after successfully registration and login Dah Sing Mobile Banking. Please [click here](#) for the e-Banking / Mobile Banking registration demo.

Q5. What is "Viva Grand Lucky Draw"? When will it start?

Eligible Cardholder who successfully earned eToken(s) and played the Game by using eToken(s) during the Grand Lucky Draw Promotion Period (i.e. 1 May 2024 – 14 Jul 2024) will get one lucky draw chance and be enrolled in the Viva Grand Lucky Draw automatically, either mission completed or failed. Enroll in the lucky draw with unlimited chance to win extra HKD2,828 cash rebate!

Game period of successfully played "Viva Lucky Draw Craze" (according to the Bank's record)	Lucky Draw month	Prize
1 May 2024 to 14 Jul 2024 (both dates inclusive)	In or before September 2024	HKD2,828 Cash Rebate (10 Quotas)

Q6. Why does my smartphone fail to load the Game Site?

Cardholder is required to use the mobile device with the latest version of Dah Sing Mobile Banking (version 3.7.2 or above) and one of the following browsers to participate in the Game: Edge 79+, Firefox 44+, Chrome 56+, Safari 11+, Safari on iOS 11+ and Android browser 91+.

Q7. Are the prizes in the lotus leaf different?

The Prizes in the each lotus leaf are different. After start the Game from Game site, Cardholder is required to let go the frog from the air balloon and jump on the lotus leaf within specific time (3.00s – 3.09s / 6.00s – 6.06s / 9.00s – 9.03s) participate in the lucky draw and will be rewarded one of the Prizes of the lotus leaf.

Q8. I forgot whether the eToken is used, how can I check the eToken(s) usage record?

You can follow the steps stated in [Q2](#) to My Rewards – Viva Lucky Draw Craze in Mobile Banking to check the usage record of each eToken. The eToken will display as "Played" if you have already used the eToken.



Step 1 After made eligible spending, login Mobile Banking and click the gift icon at the top right corner on homepage to enter "My Rewards"

Step 2 Click "eToken Details" on the "Viva Lucky Draw Craze" Game Promotion

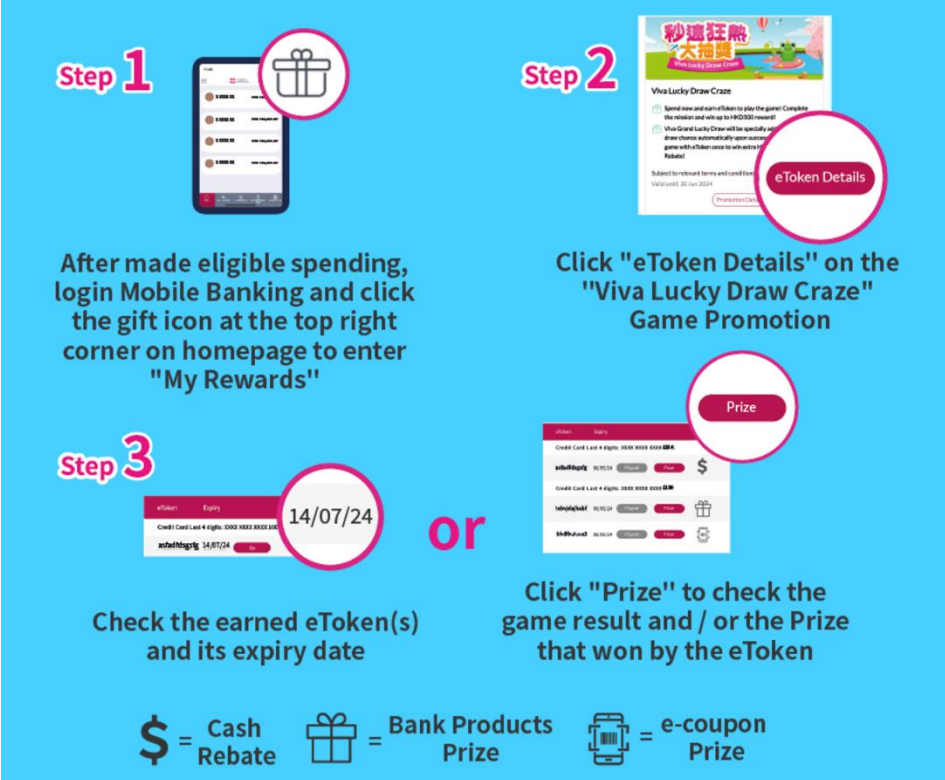
Step 3 Check the earned eToken(s), its expiry date and usage record

Q9. When the cash rebate will be credited to my credit card account?

Cash Rebate will be credited to the Winner's Eligible Card account which earned eToken from Spending Offer during Promotion Period in the form of Dah Sing Credit Card free spending credit within 1 month from the date of reward. The credit card free spending credit can be used for settlement of new transactions of respective credit card and display on the coming statement.

Q10. I forgot the Prize Details and whether the eToken has won the Prize, how can I check the winning record?

Cardholder is required to login Mobile Banking and select "Rewards" or click the gift icon at the top right corner on homepage to enter "My Rewards", then click "eToken Details" on the "Viva Lucky Draw Craze" Promotion to browse the game result. If customer won a Prize with the eToken successfully, a "Prize" button and the icon of relevant Prize will be shown next to the eToken. Customer can click "Prize" to check the Prize of the eToken.



Step 1

After made eligible spending, login Mobile Banking and click the gift icon at the top right corner on homepage to enter "My Rewards"

Step 2

Click "eToken Details" on the "Viva Lucky Draw Craze" Game Promotion

Step 3

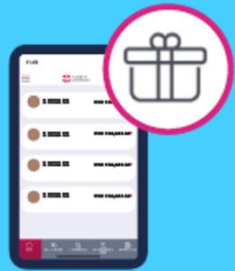
Check the earned eToken(s) and its expiry date

or

Click "Prize" to check the game result and / or the Prize that won by the eToken


\$ = Cash Rebate 📁 = Bank Products Prize 📱 = e-coupon Prize

- Q11. Are the eToken(s) still valid if the network connection is interrupted / lost after game started?**
The eToken(s) will be recorded as used if you have entered the Game Site and pressed "Play Now" to start the game and the network is interrupted / lost after entering the game. In such, you are recommended to connect Wi-Fi for the best experience.
- Q12. How can I check the earned eToken(s) and its validity period?**
Cardholder can check the earned eToken(s) and its validity period from (1) Mobile Banking / e-Banking inbox message and / or (ii) email or (iii) My Rewards – Viva Lucky Draw Craze in Mobile Banking (please refer to [Q2](#) for the steps). Please be reminded that each eToken will be valid for 14 days from the issuance date of the relevant Mobile Banking / e-Banking inbox message and / or email, whichever is earlier. eToken(s) will not be re-issued if it expires.
- Q13. Can I give the eToken(s) to others for participating in the Game?**
Cardholder is required to login Mobile Banking to participate in the Game, and shall not disclose personal information (e.g. login information) to others in anytime. Cardholder is solely responsible for safe-keeping the relevant eToken(s).
- Q14. How can I find the eToken from Dah Sing Mobile Banking / Why the button of "eToken Details" cannot be found?**
Customer can follow the steps stated below and login Mobile Banking to enquire "eToken Details". If the button cannot be found successfully, suggest to update the mobile App and the mobile device which is supported the latest version of Dah Sing Mobile Banking (Version 3.7.2 or above) and re-login to mobile banking.



Step 1

After made eligible spending, login Mobile Banking and click the gift icon at the top right corner on homepage to enter "My Rewards"



Step 2

Click "eToken Details" on the "Viva Lucky Draw Craze" Game Promotion

Q15. I forgot how to retrieve the Prize Details at Game Result Page, what can I do and how to use it?

Cardholder can follow the steps stated in [Q10](#) to check and game result at Game Result Page and login Dah Sing Mobile Banking to retrieve the [Prize Details on or before 31 Jul 2024](#). Details are as follows:

Prize	3s Viva Prize	6s Viva Prize	9s Viva Prize	Redemption Period	Redemption Arrangement (To enquire how to get the prize, please click here)
HKD500 Cash Rebate			✓	Not applicable	No redemption is required. The Cash Rebate will be credited to the Winner's Eligible Card account in the form of Dah Sing Credit Card free spending credit within 1 month from the date of reward.
HKD100 Cash Rebate		✓	✓		
Up to HKD500 Cash Rebate for Spending Installment		✓	✓	On or before 31 Jul 2024	Please click here for details and relevant Terms and Conditions
HKD100 Cash Rebate for Spending Installment	✓	✓	✓		

Up to HKD200 Extra Shopping Coupons for YOU i-Account Opening	✓	✓	✓		Please click here for details and relevant Terms and Conditions	
HKD50 Merchant e-coupon (1 pc) (Redeem at one of following participating merchants: Maxim's Cakes / Maxim's MX / Arome Bakery / Starbucks)	✓	✓	✓			Please click here for details and relevant Terms and Conditions
HKD20 Merchant e-coupon (1 pc) (Redeem at one of following participating merchants: Maxim's Cakes / Maxim's MX / Arome Bakery / Starbucks)	✓	✓	✓			
HKD10 Cash Rebate	✓	✓	✓	Not applicable	No redemption is required. The Cash Rebate will be credited to the Winner's Eligible Card account in the form of Dah Sing Credit Card free spending credit within 1 month from the date of reward.	
HKD5 Cash Rebate	✓	✓	✓			
Extra 10 lucky draw chances in Viva Grand Lucky Draw	✓	✓	✓	Not applicable	Please refer to Terms and Conditions of Viva Grand Lucky Draw	

For prize details and redemption arrangement, please refer to the [Terms and Conditions](#) of "Viva Lucky Draw Craze".

Q16. How to redeem bank products prize?

i) "Up to HKD500 Cash Rebate for Spending Installment" or "HKD100 Cash Rebate for Spending Installment" Prize

Winners must successfully apply for the Dah Sing Credit Card "Happy Installment" Plan (the "Installment Plan") of the Bank with installment loan amount of HKD5,000 or above by submitting the Dah Sing Credit Card "Happy Installment" Plan Application Form online (dahsing.com/card/applyhi/en), via Dah Sing e-Banking Service or via Dah Sing Mobile Banking Service of the Bank from 1 May 2024 – 31 Jul 2024 (both dates inclusive) and fulfill all relevant terms and conditions in order to enjoy the relevant Prize. Please [click here](#) for details.

ii) "Up to HKD200 Extra Shopping Coupons for YOU i-Account Opening" Prize

Winners are required to visit any branch of the Bank and present the Redemption ID of the relevant Prize and indicate to use this prize before account opening from 2 May 2024 – 31 Jul 2024 (both dates inclusive). This prize is only applicable to the customer not holding any YOU i-Account (sole or joint-named) in the capacity as Primary Account Holder from the past 12 months before 2 May 2024. Please [click here](#) for details.

To borrow or not to borrow? Borrow only if you can repay!

The service(s) / product(s) mentioned herein is / are not targeted at customers in the EU.