

**REGISTRATION RELATED QUERIES**

**1. How do I tell if I have successfully registered for the campaign?**

There will not be a confirmation email provided but you will be notified in the following week on the number of tickets you are entitled to. If you have not received any email on the number of tickets you are entitled to, you have not successfully registered for the campaign.

**SPEND RELATED QUERIES**

**2. What does Qualifying Spend means?**

Qualifying Spend refers to weekly transactions that are tracked by the actual transaction date when the transactions are made. For more details, do refer to the T&Cs for any spend exclusions.

**3. What if I have both Frank Debit and Credit cards? Can the Qualifying Spend on both cards be combined?**

Only spend from each registered Frank Card for the campaign will be tracked for the number of tickets you are entitled to. You may register both cards, but tickets will still be allocated based on spend from the respective cards, and the spend will not be totalled for the purpose of the campaign.

**TICKETS RELATED QUERIES**

**1. How and when do I get my tickets?**

You can register for the campaign via eForm [here](#). Start spending on your registered card each week and an eDM will be sent to you the following week to let you know the number of tickets you are entitled to.

**2. Will the tickets expire?**

All tickets have a 2-week validity from the first Monday of the following week that the eDM is sent. Please refer to table below for schedule on the exchange and expiry of tickets.

Cardmember registers and spends in the week of:	Cardmember will notified number of Tickets distributed via eDM/SMS in the week of:	Cardmember can head down to FRANK Stores to exchange for the Collectible Cards in this period:
07 Mar – 13 Mar	14 Mar – 20 Mar	21 Mar – 03 Apr
14 Mar – 20 Mar	21 Mar – 27 Mar	28 Mar – 10 Apr
21 Mar – 27 Mar	28 Mar – 3 Apr	04 Apr – 17 Apr
28 Mar – 03 Apr	04 Apr – 10 Apr	11 Apr – 24 Apr
04 Apr – 10 Apr	11 Apr – 17 Apr	18 Apr – 01 May

**3. Can I accumulate my unredeemed tickets?**

Yes, you can accumulate your tickets from other week as long as the tickets are still valid for exchange and have not expired. Do note that all tickets have a 2-week expiry, starting from the first Monday of the following week we send the eDM.

**4. I did not receive my tickets.**

Upon successful registration and eligible spend, an email detailing how many tickets you are entitled to will be sent to the registered email during the campaign period. Do check your junk mail to make sure your email is not in there.

**5. Can I claim an expired ticket?**

The validity cannot be extended once the ticket expires.

**6. Can I transfer my ticket to a friend or family member?**

Tickets are non-transferrable. This also means when redeeming tickets, you cannot combine ticket counts across different cards and customers.

However, you can appoint someone else to exchange the tickets on your behalf. You will require an Authorisation letter stating the Name of Appointer, the Name of Appointee, the last 8 digits of FRANK Card Number of Appointer and the proof of Email on Tickets distributed from Appointer.

**7. Am I allowed to choose how I want to redeem my tickets?**

Yes, you can decide however you like to use the tickets. However, note that each box requires their respective number of tickets for one (1) draw:

Basic – 1 ticket per Draw

Epic – 4 tickets per Draw

**EXCHANGE AND REWARDS RELATED QUERIES**

**8. I won the Apple iPhone 13 128GB Midnight and/or OSIM uThrone S Gaming Massage Chair, how do I collect the rewards?**

You may refer to the instructions stated on the back of the collectible cards. For Apple iPhone 13 and OSIM uThrone S Gaming Massage Chair, you will have to speak to any of our Staff at the FRANK Stores as next step.

**9. After drawing my card at the FRANK Store, can I exchange the card if I draw a repeated design?**

You would not be eligible to a direct exchange at the FRANK Store, nor be granted another chance at drawing again. We suggest that you exchange with your friends who are participating in this campaign too!