



FRANK x MPL SG S5 Campaign FAQ

REGISTRATION RELATED QUERIES

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

There will not be a confirmation email provided but you will be notified in the following week on the number of coins you are entitled to. If you have spent a minimum of S\$10 of qualifying spend in a week and did not receive any email on the number of coins 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 coins you are entitled to. You may register both cards, but coins will still be allocated based on qualifying spend from the respective cards, and the spend will not be totalled for the purpose of the campaign.

COINS RELATED QUERIES

4. How and when do I get my coins?

You can register for the campaign via e-form [here](#) and ensure that you submitted with the registered email and mobile number with OCBC Bank. 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 coins you are entitled to.

5. Will the coins expire?

All coins will expire on 7 May 2023 or when the campaign ends.

6. Can I accumulate my unredeemed coins?

Yes, you can accumulate your coins from other weeks and redeem it by 7 May 2023 at OCBC Wisma Atria and the 3 participating FRANK Stores at NTU, NUS and SMU, during store operating hours.



7. I did not receive my coins.

Upon successful registration and eligible spend, an email detailing how many coins 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.

8. Can I claim an expired coins?

The validity cannot be extended once the coins have expired.

9. Can I transfer my coins to a friend or family member?

Coins are non-transferrable. This also means when redeeming coins, you cannot combine coin counts across different cards and customers.

However, you can appoint someone else to exchange the coins 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 coins distributed from Appointer.

10. Am I allowed to choose how I want to redeem my coins?

Yes, you can decide however you like to use the coins and redeem any reward based on the coin value.

EXCHANGE AND REWARDS RELATED QUERIES

11. I won the Samsung Galaxy S23 Ultra 256GB and/or OSIM uThrone S Transformers Edition Gaming Massage Chair, how do I collect the reward(s)?

You may refer to the instructions stated on the prize redemption e-form. For Samsung Galaxy S23 Ultra 256GB and OSIM uThrone S Transformers Edition Gaming Massage Chair, you will have to speak to any of our Staff at the FRANK Stores as next step.

FRANK DEBIT CARD DESIGN REPLACEMENT RELATED QUERIES

12. I have an existing FRANK Debit Card, can I replace it with the latest MLBB Card design?

Only the top 50 referrers who registered their interest to replace their FRANK Debit Card design is allowed to do a one-time free replacement. Otherwise, card replacement for existing Debit Cardholders is not allowed.

13. If I lose my card, would I get the MLBB card design that I signed up for during the FRANK X MPL SG S5 campaign period?

No, you will be issued with a new FRANK Debit Card with the default design Resurgence – Card ID ART0014.