

Annex E – Consumer FAQs

1. Who is eligible for the SingapoRediscovers Vouchers?

- All Singapore Citizens aged 18 and above in 2020 are eligible for S\$100 SingapoRediscovers Vouchers in denominations of \$10 (e.g. 10 x \$10). Each Singapore Citizen with familial ties to those below 18 years old (i.e. parents, grandparents, other relatives and legal guardians) is also eligible to purchase up to six child/youth tickets with a subsidy of \$10 for each child/youth ticket for attractions and tours.

2. What can I spend the SingapoRediscovers Vouchers on?

- To browse the range of products available, please visit any of the five authorised booking partners' websites (i.e. Changi Recommends, GlobalTix, Klook, Traveloka, Trip.com) from 1 December 2020. The products eligible under the SingapoRediscovers Vouchers scheme comprise offerings from attractions, hotels and tours.

3. How can I get the SingapoRediscovers Vouchers and use them?

- As SingPass is required to obtain and redeem the Vouchers, please ensure that you have access to your SingPass account beforehand. For help to set up your SingPass account or reset your SingPass password, please visit go.gov.sg/singpass-guides or any of the SingPass counters. Please remember to bring along your NRIC and mobile device.
- We strongly recommend that you redeem your SingapoRediscovers Vouchers online by following these steps:
 1. Have your SingPass ready
 2. Browse products on authorised booking partners' websites (i.e. Changi Recommends, GlobalTix, Klook, Traveloka, Trip.com). Eligible products are marked with the SingapoRediscovers Vouchers icon
 3. Add the item(s) you want to the shopping cart
 4. When you are ready to pay, click on 'Use SingapoRediscovers Vouchers' at the checkout page
 5. Log in with SingPass and choose the amount of SingapoRediscovers Vouchers you want to redeem
 6. Declare details of family member(s) aged below 18 to receive \$10 subsidies for up to six child/youth tickets (if you are purchasing child/youth tickets)
 7. Copy the generated SingapoRediscovers Voucher code and paste it on the checkout page
 8. Complete the checkout process within 10 minutes and enjoy your SingapoRediscovers experience
- However, if you require assistance to redeem the SingapoRediscovers Vouchers in person, please visit the authorised booking partners at their physical locations.

4. Can I redeem the SingapoRediscovered Vouchers on behalf of others?

- The SingapoRediscovered Vouchers may only be redeemed via SingPass and are meant for personal use. Hence, the redemption of SingapoRediscovered Vouchers on behalf of others is not allowed.
- However, we encourage you to help eligible family and friends who are less digitally savvy to register for a SingPass account to obtain the SingapoRediscovered Vouchers and use them on our authorised booking partners' websites.
- Each Singapore Citizen with familial ties to those below 18 years old (i.e. parents, grandparents, other relatives and legal guardians) is also eligible to purchase up to six child/youth tickets with a subsidy of \$10 for each child/youth ticket.
- To activate the subsidies, declare your familial relationship with the person below 18 years old and his/her NRIC/Birth Certificate/FIN number on the SingapoRediscovered Vouchers portal (go.gov.sg/srvbalance). Upon completion, a \$10 subsidy will be automatically applied to up to six child/youth tickets for attractions and tours on the authorised booking partner's website when you use the SingapoRediscovered Vouchers.
- If you are an adult Singapore Citizen and you have used up all your SingapoRediscovered Vouchers, you will no longer be able to redeem any subsidised child/youth tickets. If you wish to purchase any subsidised child/youth tickets, you must have at least \$10 left in your SingapoRediscovered Vouchers balance.

5. How do I check the balance of my SingapoRediscovered Vouchers?

- To check your current SingapoRediscovered Voucher balance, you can visit the SingapoRediscovered portal at <https://go.gov.sg/srvbalance> from 1 December 2020.

6. Can I combine my SingapoRediscovered Vouchers with others to make a purchase?

- The SingapoRediscovered Vouchers cannot be stacked or combined with the SingapoRediscovered Vouchers of another individual to buy the same product.

Questions related to redemption:

7. I have not received a letter on SingapoRediscovered Vouchers even though I am eligible. What should I do?

- All Singapore Citizens aged 18 and above in 2020 are eligible for the SingapoRediscovered Vouchers. You do not need the letter to redeem your SingapoRediscovered Vouchers.
- You are strongly encouraged to redeem your SingapoRediscovered Vouchers online. Please note that a SingPass account is required for all redemptions.

- For online redemptions, please visit any of the authorised booking partners' websites (i.e. Changi Recommends, GlobalTix, Klook, Traveloka, Trip.com) and have your SingPass ready.
- If you require assistance to redeem the SingapoRediscovered Vouchers in person, please visit the authorised booking partners at their physical locations.

8. How can I set up my SingPass to redeem my SingapoRediscovered Vouchers?

- For step-by-step instructions on how to set up your SingPass account, visit go.gov.sg/singpass-guides. For questions related to SingPass, please contact support@singpass.gov.sg.
- Should you require assistance in person, please visit the available SingPass counters.

9. Will the SingapoRediscovered Vouchers expire?

- The SingapoRediscovered Vouchers must be redeemed by 30 June 2021. The products purchased with the SingapoRediscovered Vouchers must also be used by 30 June 2021.

10. Do I have to redeem all my SingapoRediscovered Vouchers in a single purchase?

- The SingapoRediscovered Vouchers will be provided in denominations of \$10. You can decide on the number of SingapoRediscovered Vouchers you want to redeem for each purchase.

11. I purchased a product using the SingapoRediscovered Vouchers before 30 June 2021. Can I use the purchase after this date?

- SingapoRediscovered Vouchers must be used for eligible purchases between 1 December 2020 and 30 June 2021. The purchased products must also be used within the same validity period.

12. Can I transfer my SingapoRediscovered Vouchers to others?

- The SingapoRediscovered Vouchers cannot be transferred to other individuals as they are tied to your SingPass account and meant for personal use.

13. Can I use my SingapoRediscovered Vouchers to buy a ticket to be used by another person?

- Any transfer of products bought using SingapoRediscovered Vouchers are governed by the terms and conditions of the respective merchants. Should the terms and conditions allow for transfers, you can make purchases using your

SingapoRediscovered Vouchers and transfer these purchases to others for their use.

14. I am unable to redeem all my SingapoRediscovered Vouchers within the validity period. Can I convert them into cash instead?

- No. The SingapoRediscovered Vouchers are aimed specifically at providing additional support to the tourism sector, which has been severely impacted by COVID-19 and the decline in international air travel. We encourage locals to explore our diverse offerings and support local tourism businesses at the same time.

15. Can I sell my SingapoRediscovered Vouchers?

- The SingapoRediscovered Vouchers are meant for personal use only. The resale of SingapoRediscovered Vouchers and products purchased with the SingapoRediscovered Vouchers is strictly not allowed.

16. I am not a Singapore Citizen. Am I eligible for the SingapoRediscovered Vouchers?

- Only Singapore Citizens aged 18 and above in 2020 are eligible for the SingapoRediscovered Vouchers. However, we encourage all locals and residents to check out the deals and promotions as part of the [SingapoRediscovered campaign](#).

Questions related to child/youth tickets

17. How do the child/youth tickets work? Do I need to have children in order to redeem these tickets?

- Every Singapore Citizen aged 18 and above in 2020 is entitled to purchase up to six subsidised child/youth tickets, for any family member who is under the age of 18. This means that parents, grandparents, other relatives and legal guardians can purchase subsidised tickets for their children, grandchildren, wards, and so on.

18. I have only two children in my family. Does this mean that I am entitled to only two subsidised tickets?

- No. Every Singapore Citizen aged 18 and above in 2020 is entitled to purchase up to six subsidised child/youth tickets, if they have family members under 18.

19. How much subsidies will I get for family members under the age of 18?

- Each child/youth ticket that you redeem will get a \$10 subsidy. You can only redeem up to six subsidised child/youth tickets throughout the scheme's validity period (i.e. 1 Dec 2020 - 30 Jun 2021). Do note that once you have used up all your SingapoRediscovered Vouchers, you will not be able to buy any subsidised child/youth tickets.

20. Which products are eligible for the \$10 child/youth subsidy?

- The \$10 child/youth subsidy can be applied on attractions and tour products which offer a child/youth price. For packages, please check the terms and conditions of the respective authorised booking partners (i.e. Changi Recommends, GlobalTix, Klook, Traveloka, Trip.com) for use of child/youth subsidies.

21. How can I redeem the child/youth tickets?

- Have your SingPass ready and visit the SingapoRediscovered Vouchers portal (go.gov.sg/srvbalance).
- Click on the button "Activate child/youth subsidies". You can then indicate your family member's NRIC/Birth Certificate/FIN number and declare their familial relationship with you.
- Browse products on authorised booking partners' websites (i.e. Changi Recommends, GlobalTix, Klook, Traveloka, Trip.com). Eligible products are marked with the SingapoRediscovered Vouchers icon.
- A \$10 subsidy for each child/youth ticket will be automatically applied when you use the SingapoRediscovered Vouchers for attractions and tours.

Note: Your \$10 child/youth subsidies are automatically applied **only after** you paste the Voucher code. This means that you may actually need fewer Vouchers to complete your purchase.

Example

Item	Value (S\$)
2 adult + 2 child/youth tickets	50
Child/youth ticket subsidy of \$10 per ticket	(20)
Nett amount payable	30

To complete the transaction, the purchaser should apply \$30 SingapoRediscovered Vouchers instead of \$50.

Note 2: If you are an adult Singapore Citizen and you have used up all your SingapoRediscovered Vouchers, you will no longer be able to redeem any subsidised child/youth tickets. If you wish to purchase any subsidised child/youth tickets, you must have at least \$10 left in your SingapoRediscovered Vouchers balance.

22. I am below 18 years of age. How can I enjoy subsidised tickets?

- You may approach your family members who are Singapore Citizens aged 18 and above in 2020. They can redeem up to six subsidised child/youth tickets.

Questions related to booking partners

23. Can I redeem my SingapoRediscovered Vouchers with other booking partners?

- Changi Recommends by Changi Travel Services (CTS), GlobalTix, Klook, Traveloka, and Trip.com are the authorised booking partners under the SingapoRediscovered Vouchers scheme. The SingapoRediscovered Vouchers can only be redeemed at any of the abovementioned authorised booking partners' websites.

24. How can I contact the respective authorised booking partners (i.e. Changi Recommends, GlobalTix, Klook, Traveloka, Trip.com)?

- Please find the contact details below (from 1 Dec 2020):

Authorised Booking Partner	Email	Hotline
Changi Recommends	call@changirec.com	+65 6701 1185
GlobalTix	support@globaltix.com	+65 8828 7595
Klook & UOB Travel	srv@klook.com	+65 6302 5999
Traveloka	cs-srv@traveloka.com	+65 6486 7944
Trip.com (Hotels)	en_hotel@trip.com	+65 3138 2030
Trip.com (Attractions and Tours)	sg_thingstodo@trip.com	+65 3138 2030

25. Can I make purchases from multiple authorised booking partners?

- Yes, you may use your SingapoRediscovers Vouchers to purchase products from one or more of the five authorised booking partners (i.e. Changi Recommends, GlobalTix, Klook, Traveloka, Trip.com).

26. Can I earn reward points with the respective authorised booking partners when I make purchases with the SingapoRediscovers vouchers?

- Please check with the respective authorised booking partners if you are eligible for reward points.

27. Do all authorised booking partners offer the same deals?

- Each authorised booking partner has its own deals and promotions. Do check with the respective authorised booking partners on what they have to offer.

28. Do the authorised booking partners have access to my personal data (e.g. NRIC)?

- No. With your consent, your NRIC details and other personal information will be retrieved via SingPass on a secure Government site for the purposes of redeeming the SingapoRediscovers Vouchers, and will not be shared with the authorised booking partners. On the authorised booking partners' websites, standard details to facilitate online transactions (such as email addresses) will be collected by the authorised booking partner. Your consent will be sought prior to payment.

29. How long will my purchases be valid for?

- All purchases should be consumed by 30 June 2021. Please refer to the terms and conditions stated on the ticket.

Questions related to payment/cancellation

30. How should I pay for my purchases?

- Please check with the authorised booking partner of your choice on the payment options they offer.

31. I am unable to make e-payments. How can I still redeem my SingapoRediscovers Vouchers?

- Please visit your preferred authorised booking partners at their physical locations.

32. I had to cancel my plans. Can the SingapoRediscovers Vouchers be refunded to me?



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- The SingapoRediscovered Vouchers are not refundable. You may request for a change of date or product, depending on the terms and conditions of the respective authorised booking partners.

33. How can I amend / cancel my purchases?

- Please contact the respective authorised booking partners on their terms and conditions.

Questions related to walk-ins

34. I need help from a counter staff to set up my SingPass account or reset my SingPass password. Do I have to book an appointment?

- No, you are not required to make an appointment. Please refer to the list of SingPass counters and remember to bring your NRIC and mobile phone.

35. Can you teach me how to log in with SingPass and make e-payments so I can redeem my SingapoRediscovered vouchers?

- The SG Digital Office's Singapore Digital Community Hubs located [here](#) can assist our seniors in learning how to use SingPass and make e-payments.