

SINGTEL PRESTIGE PROGRAMME

Singtel Prestige Programme Frequently Asked Questions (FAQs)

What is the Singtel Prestige programme?

Singtel Prestige is an exclusive one-year membership programme to reward our high value Singtel customers. As a member, you have access to priority services and exclusive benefits.

Who is eligible for the Singtel Prestige programme?

Singtel customers who have an existing Singtel Mobile, Home Broadband or Singtel TV service for at least 1 year, and have a minimum eligible spend of \$250 per month on your Singtel bill for the last 6 consecutive months while maintaining good credit standing, will be automatically enrolled into the Singtel Prestige programme. Membership is by invitation only.

How do I know if I am enrolled into the programme?

All Singtel Prestige members will receive a Welcome Pack at the start of their membership period. You can check your Singtel Prestige status and membership expiry date on your Singtel bill or when you login to the Singtel Rewards website > My Account.

What are the members' privileges?

As a Singtel Prestige member, you can look forward to:

1. Annual Singtel Prestige voucher worth up to \$550 to purchase a new phone
2. Mobile benefits & priority services
3. Exclusive festive giveaways and invitations to Prestige-only events

What other mobile benefits or priority service can a Singtel Prestige member enjoy?

Singtel Prestige members can also enjoy:

- Waiver of \$10.90 administrative fee when you re-contract your mobile plan.
- 15% discount on accessories purchased at Singtel Retail Shops and selected Singtel Exclusive Retailers. Excluding Apple Original accessories, Sandisk Memory Cards, BEATs Audio Accessories, Xiaomi accessories, all wearables, memory cards and all discounted accessories.
- 14 day equipment exchange programme, excluding Apple devices.
- Priority queue ticket at Singtel Retail Shops and Singtel Technical Care.
- Priority queue at Singtel Prestige dedicated hotline, 6838 8000 (add +65 when calling from overseas).
- Priority invitation to Singtel handset launches, exclusive movie screenings and festive treats throughout your membership period. Members can also enjoy dining, shopping and other lifestyle discounts or perks at participating merchants, and on their birthday months.

How can I be eligible for a Singtel Prestige Voucher?

To be eligible for a Singtel Prestige Voucher worth up to \$550 every year, you'll need to meet the following criteria:

- Maintain a minimum average eligible bill spend of \$250 per month during the 12-month membership period.
- Hold an active Singtel Mobile, Home Broadband or Singtel TV service for at least 1 year.
- Maintain a good credit standing.

Do I need to renew my Singtel Prestige membership?

Your Singtel Prestige membership will be automatically renewed after 12 months. To be eligible for re-enrolment, you will need to maintain a minimum average eligible spend of \$250 per month for the 6 months preceding the expiry date of your existing membership, whilst maintaining a good credit standing.

How do I know if my Singtel Prestige membership has been renewed, or if I did not meet the minimum spend to qualify for re-enrolment?

Your Singtel Prestige status and membership expiry date is printed on your Singtel bill. Alternatively, you can also login to the Singtel Rewards website > My Account to check your membership status.

How can I check if I meet the minimum spend to qualify for the Singtel Prestige programme?

You can now view your Singtel bills via My Singtel App or on My Account using your Singtel OnePass.

Am I still eligible to sign up for Singtel Red membership?

Yes. Your Red benefits will be in addition to the benefits you are getting as a Singtel Prestige member. You may join Singtel Red anytime via My Singtel app or singtel.com/red.