



FAQS – SINGTEL RED

Q1. What is Singtel Red? What are the benefits as a member of Singtel Red?

Singtel Red is a new membership program available to Singtel Postpaid customers at \$88 a year.

As a Red member, you will receive the following Red Membership benefits (worth over \$400):

- \$80 instant Red Device Voucher – applicable on any device with XO Plus Plans or purchase of phones (without plans) at the retail price at any Singtel Shops.
- \$40 instant Red Lifestyle Voucher – on a specially curated list of Lifestyle items under the Red Members Lifestyle Catalogue found on www.singtel.com/red
- Red Perks/ Red Member Prices – Enjoy perks on your Mobile, Fibre & TV services and priority services
- Red Merchant Perks – Access and indulge in perks from more than 50 partner merchants

You can manage your Red Membership via My Singtel app.

Q2. Who can sign up for Singtel Red?

Anyone can sign up for Singtel Red as long you subscribe to at least one Singtel Postpaid service – Postpaid Mobile, Fibre Broadband or TV. This includes Corporate Individual Scheme (CIS) customers.

Each customer is eligible to purchase only one Singtel Red membership but all users under the same account would be able to access and utilise the Red Membership benefits.

Q3. What would happen to my Red Membership after one year?

Each Red Membership cycle lasts for a year. Prior to the end of your current membership cycle, a SMS will be sent to remind you that your Red Membership will be automatically renewed with the yearly membership fee of \$88/year charged to your next bill.

Q4. How will I receive my Red Vouchers?

As a Red member, you will be eligible for a Red Device Voucher (worth \$80) and a Red Lifestyle Voucher (worth \$40) yearly. Both vouchers can be utilised instantly, or otherwise be valid for a year and new vouchers will be automatically issued upon renewal of membership cycle. You may access and manage your vouchers through My Singtel app and MyAccount.

Q5. How can I use my Red Device voucher?

You may use your Red Device Voucher when you sign up or recontract to a XO Plus mobile plan, online or at any Singtel shops. Alternatively, it can also be used on purchase of phones (without plans) at retail price, at any Singtel Shops.

The Red device voucher can be used by for any mobile line under your main Singtel account.



Q6. How can I enjoy my yearly Red Lifestyle Voucher?

You may use your Red Lifestyle Voucher on a specially curated list of popular Lifestyle items listed in our Red Members Lifestyle Catalogue found on www.singtel.com/red . Note that the Red Lifestyle Voucher can only be redeemed in Singtel Shops.

Q7. Which mobile plans are eligible to enjoy the free 10GB for 12 months?

Eligible 5G plans are:

- 5G NOW VAS
- 5G XO Plus 68
- 5G XO Plus 88
- 5G XO Plus 118
- 5G XO Plus 168
- 5G XO Plus 288
- SIM Only Plus 50GB
- SIM Only Plus 70GB
- SIM Only Plus 100GB

Q8. I am currently a Singtel Prestige member. Can I purchase Red membership and enjoy the benefits? Will there be any changes to my existing Singtel Prestige membership benefits?

Yes! As a Singtel Prestige member, you are entitled to a discounted price of \$44/year for the Red Membership. Singtel Prestige membership and Singtel Red membership benefits will exist in parallel. There will be no changes to your existing Singtel Prestige membership benefits.

Q9. I am currently enjoying Singtel Circle discounts. Can I purchase Singtel Red membership?

Yes! You may sign up for Singtel Red to enjoy the Red membership benefits in addition to your existing Singtel Circle discounts.

Q10. Will I still be eligible for Singtel Rewards?

Yes! As a Red member you will enjoy Red membership benefits in addition to what Singtel Rewards offers.

Red Vouchers

Q11. When are both the Red Device and Red Lifestyle vouchers valid till?

The vouchers are issued upon your subscription to Singtel Red membership and both vouchers will be valid for a year from the point of sign-up. You will be issued new Red Vouchers when your Red membership is renewed each year.

Q12. What will happen to unused vouchers after the expiry date?

Unused vouchers will be automatically forfeited upon the end of your membership period. We encourage you to utilise your vouchers soon after subscription so you can take advantage of it to upgrade your phone or spruce up your home with a new lifestyle item.



Red Perks/Red Member Prices

Q13. What are my Red Perks and how do I get to enjoy them?

As a Red member, you are eligible for the following Red Perks during your Red membership:

- **Free 10GB for 12 months** when you sign up or recontract to any of the eligible 5G Plans or purchase of any 5G Now add-on
- **Red members price** for mobile accessories
- **\$12 rebates per year (\$1 rebate per month for 12 months)** when you purchase a standalone WiFi mesh or third-party routers
- **50% discount for 12 months** when you purchase an eligible CAST pack
- **\$5 off for 12 months** when you purchase a 2nd TV set-top box
- **Chat directly** with a Care Agent on Whatsapp & My Singtel app
- **Schedule a technician visit** to your house within 4 hours* for technical issues

**If issue remains unresolved after troubleshooting for requests made before 5pm*

Q14. How do I get to enjoy Red member price for mobile accessories?

You can access the list of eligible mobile accessories on www.singtel.com/red. You can either purchase it directly at stores or apply the promo code found in your My Singtel App (Rewards > Deals > Red Exclusives) online.

Q15. Which router or meshes are eligible to enjoy the \$1 rebate for 12 months?

You will get to enjoy the \$1 rebate for 12 months on standalone WiFi mesh & third-party routers listed in <https://www.singtel.com/personal/products-services/broadband/wifi6> and <https://www.singtel.com/personal/products-services/broadband/wifimesh>.

Q16. Which CAST packs are eligible to enjoy the 50% discount for 12 months?

You will get to enjoy 50% discounts for 12 months on the following CAST packs:

- Learning Plus
- Lifestyle Plus
- Education Plus
- Entertainment Plus
- Chinese Plus

Q17. How do I get the \$5 discount for 12 months on my 2nd set top box?

You will get to enjoy \$5 discount for 12 months for a purchase of a 2nd HD DVR Set-Top Box in stores.

Q18. How do I speak directly to a Care Agent?

You can chat directly with our Care Agents via Whatsapp (<http://help.singtel.com/chat>) or My Singtel app.

Q19. How do I access the Red Merchant perks?



Browse and find out how to redeem your Red Merchants perks on My Singtel app (Rewards > Deals > Red Exclusives).

Renewal and Termination

Q20. I have just received a SMS informing me about my upcoming auto-renewal. What do I need to do?

No action is required from your side if you plan to renew your Red membership for another year. Once the new membership cycle starts, the annual membership fee will be charged to your Singtel bill.

Q21. How do I terminate my Singtel Red membership?

To terminate your Singtel Red membership, you can do so via My Singtel app (Rewards > Red Member > Membership > Cancel Red Membership).

Q22. I just terminated my Singtel Red membership. What is the impact on my Red Vouchers, Red Perks and Red Merchant Perks?

Issued Red Vouchers will stay valid until the stated expiry date. Existing Postpaid services enjoying Red Perks will also continue for the communicated duration of benefit.

Paid Red Membership fees are strictly non-refundable. Upon successful termination, your Red membership will cease immediately, and you will no longer be eligible for Red Membership benefits.

Q23. I just terminated my Singtel Red membership. When can I sign up for Singtel Red again?

You will only be able to sign up for Singtel Red again after the end of your previous membership cycle.

Others

Q24. Can I temporarily suspend my Singtel Red membership?

No, Red Membership cannot be suspended.

Q25. Can I transfer my Singtel Red membership to another person?

No, Red membership cannot be transferred to another account holder.