

**"Hit N' Reward Lucky Draw – Winter Wonderland" Promotion – FAQ**

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**eToken**

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- Q1. **How to participate in the "Hit N' Reward Lucky Draw – Winter Wonderland" Game Promotion?**  
 From now till 31 Jan 2025, Principal Cardholder can earn 1 eToken by having made the designated single net transaction of HKD300 or above (or equivalent) on local or overseas retail or online or PayMe top-up transaction with Eligible Card. Each Cardholder can receive a maximum of 10 eTokens under his / her Eligible Card(s) per phase, and up to a maximum of 20 eTokens during the entire Promotion Period. Transactions made by Supplementary Card is not eligible for this Promotion.

<b>Promotion Period</b>	2 Dec – 31 Dec 2024 (both dates inclusive)
<b>Phase 1</b>	2 Dec – 31 Dec 2024 (both dates inclusive)
<b>Phase 2</b>	1 Jan – 31 Jan 2025 (both dates inclusive)
<b>Game Period</b>	2 Dec 2024 – 14 Feb 2025 (both dates inclusive)

**Q2. I got a message regarding eToken(s) of "Hit N' Reward Lucky Draw – Winter Wonderland" Promotion, how could I use it / them?**

Cardholder is required to login Mobile Banking and select "Rewards" or click the gift icon at the top right corner on homepage to enter "My Rewards", then click "eToken Details" on the "Hit N' Reward Lucky Draw – Winter Wonderland" Promotion and "Go" to use the eToken within eToken Validity Period and play the game.

**Q3. Is registration required for "Hit N' Reward Lucky Draw – Winter Wonderland" Promotion?**

Registration is not required for this promotion. You can simply participate in the Game with valid eToken(s).

**Q4. I do not have Dah Sing Mobile Banking, how to participate in the Game?**

Cardholder can participate in the Game after successfully registration and login Dah Sing Mobile Banking. Please [click here](#) for the e-Banking / Mobile Banking registration demo.

**Q5. What is "Hit N' Reward Lucky Draw – Winter Wonderland"? When will it start?**

Cardholder who successfully earned eToken(s) and played the Game by using eToken(s) during the Grand Lucky Draw Promotion Period (i.e. 2 Dec 2024 – 14 Feb 2025) will get one lucky draw chance and be enrolled in the Grand Lucky Draw automatically, either mission completed or failed. Enroll in the lucky draw with unlimited chance to win extra HKD6,888 Cash Rebate!

Game Period of successfully played in the "Hit N' Reward Lucky Draw – Winter Wonderland"	Grand Lucky Draw month	Prize	Quotas
2 Dec 2024 to 14 Feb 2025 (both dates inclusive)	In or before May 2025	HKD6,888 Cash Rebate	5

**Q6. Why does my smartphone fail to load the Game Site?**

Cardholder is required to use the mobile device with the latest version of Dah Sing Mobile Banking (version 3.86 or above) and one of the following browsers to participate in the Game: Edge 79+, Firefox 44+, Chrome 56+, Safari 11+, Safari on iOS 11+ and Android browser 91+.

**Q7. Are the prizes in the medal of the penguin different?**

The Prizes in the each medal of the penguin are different. After start the Game from Game site, Cardholder is required to tap "Shoot" to shoot completely within the target area on the medal without hitting the area out of the medal to participate in the lucky draw and will be rewarded one of the Prizes of the medal of the penguin.

**Q8. I forgot whether the eToken is used, how can I check the eToken(s) usage record?**

You can follow the steps stated in [Q2](#) to "My Rewards – Hit N' Reward Lucky Draw – Winter Wonderland" in Mobile Banking to check the usage record of each eToken. The eToken will display as "Played" if you have already used the eToken.

**Q9. When the cash rebate will be credited to my credit card account?**

Cash Rebate will be credited to the Winner's Eligible Card account in the form of Dah Sing Credit Card free spending credit within 1 month from the date of winning such Cash Rebate. The credit card free spending credit can be used for settlement of new transactions of respective credit card and display on the coming statement.

**Q10. I forgot the Prize Details and whether the eToken has won the Prize, how can I check the winning record?**

Cardholder is required to login Mobile Banking and select "Rewards" or click the gift icon at the top right corner on homepage to enter "My Rewards", then click "eToken Details" on the "Hit N' Reward Lucky Draw – Winter Wonderland" Promotion to browse the game result. If Cardholder won a Prize with the eToken successfully, a "Prize" button and the icon of relevant Prize will be shown next to the eToken. Customer can click "Prize" to check the Prize of the eToken.



**Q11. Are the eToken(s) still valid if the network connection is interrupted / lost after game started?**

The eToken(s) will be recorded as used if you have entered the Game Site and pressed "Play Now" to start the game and the network is interrupted / lost after entering the game. In such, you are recommended to connect Wi-Fi for the best experience.

**Q12. How can I check the earned eToken(s) and its validity period?**

Cardholder can check the earned eToken(s) and its validity period from (1) Mobile Banking / e-Banking inbox message and / or (ii) email or (iii) "My Rewards – Hit N' Reward Lucky Draw – Winter Wonderland" in Mobile Banking (please refer to [Q2](#) for the steps). Please be reminded that each eToken will be valid for 14 days from the issuance date of the relevant Mobile Banking / e-Banking inbox message and / or email, whichever is earlier. eToken(s) will not be re-issued if it expires.

**Q13. Can I give the eToken(s) to others for participating in the Game?**

Cardholder is required to login Mobile Banking to participate in the Game, and shall not disclose personal information (e.g. login information) to others in anytime. Cardholder is solely responsible for safe-keeping the relevant eToken(s).

**Q14. How can I find the eToken from Dah Sing Mobile Banking / Why the button of "eToken Details" cannot be found?**

Cardholder can follow the steps stated below and login Mobile Banking to enquire "eToken Details". If the button cannot be found successfully, suggest to update the mobile App and the mobile device which is supported the latest version of Dah Sing Mobile Banking (Version 3.86 or above) and re-login to mobile banking.

**Q15. I forgot how to retrieve the Prize Details at Game Result Page, what can I do and how to use it?**

Cardholder can follow the steps stated in [Q10](#) to check and game result at Game Result Page and login Dah Sing Mobile Banking to retrieve the Prize Details on or before 31 Mar 2025. Details are as follows:

Prize	Joyful Prize	Viva Prize	Amazing Prize	Redemption Period	Redemption Arrangement (To enquire about the rewarded Prize, please <a href="#">click here</a> )
HKD500 Cash Rebate			✓	Not applicable	No redemption is required. The Cash Rebate will be credited to the Winner's Eligible Card account in the form of Dah Sing Credit Card free spending credit within 1 month from the date of reward.
HKD100 Cash Rebate		✓	✓		
Up to HKD500 Cash Rebate for Spending Installment	✓	✓	✓	On or before 28 Feb 2025	Please <a href="#">click here</a> for details and relevant Terms and Conditions.
HKD100 Cash Rebate for Spending Installment	✓	✓	✓		
Up to 10-day Complimentary Travel Coverage Reward		✓	✓	On or before 28 Feb 2025	Please <a href="#">click here</a> for details and relevant Terms and Conditions.
Up to HKD200 Extra Shopping Coupons for YOU Banking	✓	✓	✓		
HKD50 Merchant e-coupon (1 pc) (Redeem at one of following participating merchants: Maxim's	✓	✓	✓	On or before 31 Mar 2025	Please <a href="#">click here</a> for details and

Prize	Joyful Prize	Viva Prize	Amazing Prize	Redemption Period	Redemption Arrangement (To enquire about the rewarded Prize, please <a href="#">click here</a> )
Cakes / Maxim's MX / Arome Bakery / Starbucks)					relevant Terms and Conditions.
HKD20 Merchant e-coupon (1 pc) (Redeem at one of following participating merchants: Maxim's Cakes / Maxim's MX / Arome Bakery / Starbucks)	✓	✓	✓		
HKD10 Cash Rebate	✓	✓	✓	Not applicable	No redemption is required. The Cash Rebate will be credited to the Winner's Eligible Card account in the form of Dah Sing Credit Card free spending credit within 1 month from the date of reward.
HKD5 Cash Rebate	✓	✓	✓		
Extra 10 Grand Lucky Draw chances to win HKD6,888 Cash Rebate	✓	✓	✓		

For prize details and redemption arrangement, please refer to the [Terms and Conditions](#) of "Hit N' Reward Lucky Draw – Winter Wonderland" Promotion.

**Q16. How to redeem bank products prize?**

**i) "Up to 10-day Complimentary Travel Coverage Reward" Prize**

Winners are required to login Dah Sing Mobile Banking during 2 Dec 2024 – 28 Feb 2025 (both dates inclusive) and select "Rewards" or click the gift icon at the top right corner on homepage to enter "My Rewards", and then click "Redeem" on the banner of Travel Coverage Reward Redemption to fill in the required information and submit the application of redemption of Travel Coverage Reward. Please [click here](#) for details.

**ii) "Up to HKD200 Extra Shopping Coupons for YOU Banking" Prize**

Winners are required to visit any branch of the Bank and present the relevant Prize page and indicate to use this prize from 2 Dec 2024 – 28 Feb 2025 (both dates inclusive). Please [click here](#) for details.

**To borrow or not to borrow? Borrow only if you can repay!**

The service(s) / product(s) mentioned herein is / are not targeted at customers in the EU.