Terms and Conditions for "Pay Town Council Bill and win up to $1,000 cashback" ("Promotion")

The Promotion is organised by AXS Pte Ltd ("AXS").

ELIGIBILITY:

1. This Promotion is open to customers who make at least one Qualifying Transaction, as defined in Clause 7, through the Participating Channels during the Promotion Period ("Eligible Customer").

2. Employees of AXS, employees of AXS's vendors and advertising agencies, and any other persons directly involved in the organisation or conduct of this Promotion are not eligible to participate in the Promotion.

3. AXS may from time to time in its absolute discretion decide on the eligibility for participation in the Promotion.

PARTICIPATING CHANNELS:

4. Only eligible payments performed on the following AXS channels will qualify for the Promotion ("Participating Channels").
   (i) AXS Station
   (ii) AXS e-Station
   (iii) AXS m-Station

PROMOTION PERIOD:

5. The Promotion shall commence from 16 November 2026, 10.00 AM to 15 May 2027, 11.59:59 PM both dates inclusive ("Promotion Period").

QUALIFYING TRANSACTION AND CHANCE ALLOCATION:

6. An Eligible Customer must successfully perform an eligible Town Council Service and Conservancy Charges ("S&CC") payment transaction through any Participating Channel during the Promotion Period ("Qualifying Transaction").

7. Lucky draw chances under this Promotion shall be determined and accumulated based on the relevant S&CC Account Number and not based on the Eligible Customer's name, mobile number, number of registrations submitted or Participating Channel used.

8. Each eligible S&CC Account shall be entitled to a maximum of one (1) Monthly Payment Chance for each campaign month in which at least one (1) Qualifying Transaction is successfully completed for that S&CC Account.

9. For the avoidance of doubt, multiple payments, split payments, multiple transactions and/or multiple campaign registrations relating to the same S&CC Account during the same campaign month shall not result in additional Monthly Payment Chances.

10. Each eligible S&CC Account may earn a maximum of six (6) Monthly Payment Chances during the Promotion Period, subject to the Promotion mechanics set out below.

11. All lucky draw chances are non-transferable between different S&CC Accounts and cannot be combined with chances accumulated by another S&CC Account.

12. All campaign participation records, Monthly Payment Chances, Double Up Bonus Chances and lucky draw entries shall be attributed to the relevant S&CC Account Number. Mobile numbers, customer names and registration records are used solely for registration, identification, verification and winner-contact purposes and do not independently create or increase the number of lucky draw chances awarded.

PARTICIPATION AND ENROLMENT:

13. Following a successful Qualifying Transaction, an Eligible Customer may be presented with a campaign registration prompt and may be required to provide the following information:
    a. full name;
    b. mobile number;
    c. such other information as AXS may reasonably require for the administration, verification and fulfilment of the Promotion;

    AXS may also obtain or record transaction-related information including the relevant S&CC Account Number, Town Council, transaction reference, transaction date and time, payment amount, payment channel and enrolment method.

14. More than one campaign registration may be submitted in respect of the same S&CC Account. However, duplicate or subsequent registrations shall not create additional lucky draw chances.

15. Where different mobile numbers are submitted in respect of the same S&CC Account, the first valid mobile number successfully registered against that S&CC Account during the Promotion Period shall generally be retained by AXS as the primary contact number for the purposes of this Promotion ("Primary Contact Number").

16. For the purposes of determining the Primary Contact Number, AXS shall identify all valid registrations associated with the relevant S&CC Account and retain the mobile number contained in the earliest valid registration record, based on AXS's registration timestamp records.

17. For the purposes of determining the Primary Contact Number, AXS shall rely on the earliest valid registration record associated with the relevant S&CC Account based on AXS's registration

timestamp records.

18. Subsequent submission of a different mobile number for the same S&CC Account shall not automatically replace the Primary Contact Number.

19. Eligible Customers are responsible for ensuring that the information submitted for the Promotion is complete and accurate. AXS shall not be responsible where inaccurate, incomplete or outdated information prevents or delays AXS from contacting, identifying or verifying an Eligible Customer.

20. Requests to correct, update or complete campaign registration information may be submitted to AXS Customer Service during the Promotion Period. Any such request shall be subject to AXS's verification requirements and approval.

21. AXS may require supporting documents or information for any amendment request, including proof of the relevant S&CC payment, transaction reference, S&CC Account Number, payment date, payment amount and/or proof of identity.

22. AXS reserves the right not to accept or process an amendment where the information provided is insufficient, inconsistent or cannot reasonably be verified.

AUTOMATIC ENROLMENT FOR RECURRING PAYMENTS:

23. Where an Eligible Customer has an eligible Town Council recurring payment arrangement through AXS, the Eligible Customer shall be automatically enrolled into the Promotion upon the first successful eligible recurring Town Council payment during the Promotion Period, provided that AXS has sufficient information to identify the relevant S&CC Account.

24. Setting up a recurring payment arrangement alone shall not constitute participation in the Promotion. A successful eligible recurring payment must be completed during the Promotion Period.

25. A successful recurring payment shall count towards the Monthly Payment Chance for the relevant S&CC Account and campaign month in the same manner as any other Qualifying Transaction and shall not provide a separate or additional standalone chance.

26. An Eligible Customer who has been successfully auto-enrolled through an eligible recurring payment is not required to separately submit a campaign registration form for the same S&CC Account.

27. Where applicable, AXS may notify an Eligible Customer of his/her automatic enrolment by push notification, email and/or any other communication channel determined by AXS.

28. Failure, delay or non-receipt of such notification shall not invalidate an otherwise valid automatic enrolment recorded by AXS.

MONTHLY PAYMENT CHANCES AND DOUBLE UP BONUS

29. Campaign eligibility and chance allocation shall be determined based on a reconciliation of transaction and registration records maintained by AXS.

30. For each campaign month, an S&CC Account shall receive:
    30.1. a. one (1) Monthly Payment Chance where at least one Qualifying Transaction was successfully completed during that campaign month; or
    30.2. b. no Monthly Payment Chance where no Qualifying Transaction was successfully completed during that campaign month.

31. An S&CC Account shall receive no more than one (1) Monthly Payment Chance in any campaign month regardless of:

    31.1. the number or frequency of payments;
    31.2. whether a payment was split into multiple transactions;
    31.3. the number of campaign registrations submitted;
    31.4. the amount paid, provided at least one transaction satisfies the minimum Qualifying Transaction requirement;
    31.5. the mobile number submitted;
    31.6. the Participating Channel used; or
    31.7. whether payment was made as a one-time payment or by recurring payment.

32. An S&CC Account that earns Monthly Payment Chances in at least three (3) campaign months during the Promotion Period shall qualify for the "Double Up Bonus".

33. The qualifying campaign months for double up bonus need not be consecutive.

34. Upon qualifying for the Double Up Bonus, the S&CC Account shall receive a number of bonus chances equal to the total number of Monthly Payment Chances earned by that S&CC Account during the Promotion Period.

    For example:

    34.1. three (3) Monthly Payment Chances + three (3) Double Up Bonus Chances = six (6) total chances; and
    34.2. six (6) Monthly Payment Chances + six (6) Double Up Bonus Chances = twelve (12) total chances.

35. Each S&CC Account may receive a maximum of twelve (12) chances during the Promotion Period, comprising a maximum of six (6) Monthly Payment Chances and six (6) Double Up Bonus Chances.

36. All lucky draw chances shall remain attached to the relevant S&CC Account Number notwithstanding any approved amendment to the participant's contact or registration details.

37. AXS's records relating to Qualifying Transactions, campaign registrations, enrolments and lucky draw chances shall be final and conclusive for the purposes of determining campaign eligibility and the number of chances awarded.

LUCKY DRAW:

38. Winner selection shall be conducted separately for each participating Town Council based on eligible S&CC Account Numbers and the final number of eligible chances accumulated by each S&CC Account.

39. Where an S&CC Account is selected as a winning account, AXS will ordinarily contact the Primary Contact Number recorded for that S&CC Account.

40. Selection of an S&CC Account as a winning account does not automatically entitle the person contacted to receive the Prize. The person contacted must successfully complete AXS's verification process and satisfy all eligibility requirements under these Terms.

41. AXS may require the person claiming the Prize to provide information or supporting documents reasonably required to establish his/her entitlement to claim the Prize, including proof relating to the S&CC Account, Qualifying Transaction and/or identity.

42. Where two or more persons claim entitlement to a Prize arising from the same winning S&CC Account, AXS may require each claimant to provide supporting information and documentation, and AXS shall determine the person entitled to receive the Prize based on its records and the information available to it.

43. If AXS is unable to contact the Primary Contact Number, or if the person contacted fails to satisfy the eligibility or verification requirements within such period as AXS may specify, AXS may disqualify the winning entry and select a reserve winner in accordance with these Terms.

44. To qualify for the Double Up Bonus, an eligible S&CC Account must have at least one (1) Qualifying Transaction in at least three (3) campaign months during the Promotion Period.

PRIZE:

45. There shall be one (1) winning S&CC account from each participating Town Council under this Promotion. There is a total of nineteen Town Council which conclude a total of nineteen winners.

46. Each winner shall be entitled to receive cash equivalent to 50% of the eligible Town Council S&CC bills for one (1) year, subject to the terms and conditions set out herein ("Prize").

47. The basis and calculation of the Prize shall be determined by AXS based on the applicable S&CC amount and such records and information as AXS may require. 50% of the eligible Town Council S&CC bills refer to 50% of the monthly S&CC charges payable for the winning S&CC account for twelve (12) month.

48. The Prize is non-transferable and non-exchangeable and shall not be substituted for another prize except at AXS's discretion.

49. Each winning S&CC account shall be entitled to receive a maximum of one (1) Prize under this Promotion.

50. Where the same participant is associated with more than one winning S&CC account, they will still be able to claim the rewards.

CONDUCT OF DRAW:

51. The draw will be conducted on 16 June 2027 ("Draw Date"), 10.30 am at 20 Kallang Ave #10-01. Pico Creative Centre Lobby B Singapore 339411 (or any other date, time, and/or venue as may be determined by AXS)..

52. On the Draw Date, one (1) winner and five (5) reserve winners will be selected at random by means of a computerized or electronic system for each Town Council. The reserve winners are drawn to replace any winner subsequently disqualified If any. AXS's decision as to the winners and reserve winners of the Promotion shall be final and conclusive.

53. Reserve winners may be used to replace any selected winner who is subsequently:

    a. disqualified;
    b. uncontactable;
    c. unable to satisfy winner verification requirements; or
    d. otherwise deemed ineligible by AXS.

54. AXS reserves the right to investigate any campaign registration, transaction, amendment request, lucky draw chance or winner claim which it reasonably considers unusual, duplicate, suspicious or potentially fraudulent.

PRIZE COLLECTION:

55. All winners will be contacted through phone. AXS will attempt to make three (3) phone calls to each winner, from phone number (+65) 6560 2727, to obtain their full particulars for verification purposes. In the event that AXS is unable to contact a winner after three (3) phone calls, AXS will choose an eventual winner from the reserve winner list.

56. Eligible Customer with special needs such as hearing or speech disability, may inform AXS anytime during the Promotion at www.axs.com.sg > Contact Us to have their contact method by WhatsApp if they are the winners, AXS will send a WhatsApp message to the winner to obtain their full particulars for verification purposes.

57. Winners shall collect their Prize in person within the collection period and at the appointed venue specified by AXS and shall comply with all instructions and conditions specified by AXS.

58. As a condition of accepting the Prize, each winner must agree to participate in reasonable photography and/or videography during the Prize collection and consent to AXS using, publishing and/or reproducing the winner's name, photographs, images and/or video recordings for publicity, marketing and promotional purposes, including but not limited to AXS's websites, social media channels and other marketing or communication materials.

59. In the event that a winner fails to collect the Prize within the stipulated collection period, fails to appear in person, does not agree to the above publicity requirements, and/or fails to comply with any other instructions or conditions specified by AXS, the Prize may be forfeited at AXS's absolute discretion.

60. Winners shall present the Winner's confirmation letter and NRIC/FIN when collecting the Prize. Where a winner is unable to collect the Prize personally, the winner may authorise another person to collect the Prize on his/her behalf, subject to the authorised person providing such authorisation, identification and supporting documents as AXS may require.

61. AXS reserves the right to disqualify an otherwise Eligible Customer from winning a Prize and/or substitute another Eligible Customer as the winner in the event that AXS in its absolute discretion believes that the particular Eligible Customer may have contravened, will contravene or has contravened any of these Terms and/or may bring AXS into disrepute. In the event the Prize has already been awarded to such a Customer, the Draw Prize must be returned to AXS at the Eligible Customer's cost and expense.

GENERAL TERMS AND CONDITIONS:

62. The winners of the Promotion will be announced on the AXS website (https://www.axs.com.sg/) and AXS Facebook (https://www.facebook.com/axs.sg).

63. Participation in the Promotion constitutes consent to the collection, use and disclosure of the participant's personal data to AXS's service providers, agents and other parties involved in the administration, conduct, verification and fulfilment of the Promotion, subject to applicable data protection laws and the AXS Privacy Policy.

64. Notwithstanding anything herein, AXS has the absolute discretion to determine the eligibility of any person to participate In the Promotion or receive the Prize.

65. AXS reserves the right to partially or completely cancel, terminate or suspend the Promotion for any reason without any liability whatsoever.

66. AXS's decision on all matters relating to or in connection with the Promotion (Including the draw chances awarded to Eligible Customers and the selection of the winners and reserve winners) Is final and binding on all Eligible Customers. No further correspondence regarding the Promotion, these Terms, or any decision made by AXS in connection therewith and/or the results will be entertained. AXS reserves its absolute right to determine an outcome and act as it deems fit in any dispute and/or issues relating thereto.

67. AXS shall not be liable to the Eligible Customer for any loss or damage or expenses arising in connection with the Promotion, including without limitation, any error in computing any draw chances, any technical hardware or software breakdown or malfunction or defects, or lost or unavailable network connections, and any notice that is misdirected or lost in the post, which may affect any Eligible Customers' eligibility in the Promotion.

68. AXS shall not be responsible or liable for any defect or malfunction of the Prize and/or for any loss, injury, damage or harm suffered or incurred or in connection with the receipt, use or enjoyment of the Prize by any person.

69. AXS reserves the right at any time to amend or delete these Terms and/or any of the instructions or explanations at its sole discretion without prior notice. Any such changes shall be binding and will take effect immediately upon such amendment, change, or deletion. Participation in this Promotion shall constitute acceptance of these Terms and any amendment(s) thereof.

70. In the event of any inconsistency between these terms and conditions and any brochures, marketing, or promotional materials relating to the Promotion, these terms and conditions shall prevail.

71. These terms and conditions are governed by Singapore law and the Eligible Customers agree to submit to the exclusive jurisdiction of the Singapore Courts.

72. A person who is not a party to these terms and conditions shall have no right under the Contracts (Rights of Third Parties) Act (2001) to enforce any of these terms and conditions and notwithstanding any terms herein, the consent of any third party is not required for any variation (including any release or compromise of any liability) or termination of the Promotion.

73. Any trademarks, graphic symbols, logos or intellectual property contained in any materials used in connection with this Promotion, in particular that relating to the prizes, are the property of their respective owners. This Promotion, AXS, and its affiliates and contractors, are not affiliated with, endorsed or sponsored by, those owners and the owners' relevant affiliates where those owners or the owners' affiliates are not part of AXS.

PERSONAL DATA PROTECTION ACT:

74. The Eligible Customers consent under the Personal Data Protection Act (2012) ("Act") to the collection, use, and disclosure of their personal data by/to the organizers, promoters, or conductors of the Promotion and such other third parties for the purpose of the Promotion.

75. The Eligible Customers confirm that they have read and agree to be bound by the terms of the AXS Privacy Policy, as may be amended, supplemented, and/or substituted by AXS from time to time, copies of which can be found at https://www.axs.com.sg/privacy-policy.