

FAQ:

SAF Day 2019 Free Treats voucher redemption at all SAFRA Clubs

Toast Box small hot Kopi / Teh voucher: 15 Jul – 30 Sep 2019

Polar Puffs & Cakes Signature Sugar Roll voucher: 29 Jul – 22 Sep 2019

(1) Who is eligible to redeem and How to Redeem?

- Each valid SAFRA member is entitled to only 1 voucher type across all SAFRA Clubs.
- Free Treats voucher redemption are available to only valid SAFRA members, excluding NSFs on Free Trial Membership.
- Voucher redemption is available at Customer Service Counters across all SAFRA clubs (9am – 9pm).
- Available for redemption on a first-come, first-served basis, while stocks last.

(2) Are there limited quantities to these free treat voucher redemptions?

Yes.

- Toast Box voucher - Limited to 1st 10,000 redemptions at all SAFRA Clubs, while stocks last.
- Polar Puffs & Cakes voucher - Limited to 1st 5,000 redemptions at all SAFRA clubs.

(3) I have collected the voucher. Where can I redeem the free treat?

- Toast Box small hot Kopi / Teh – all Toast Box outlets except Jewel Changi Airport, Marina Bay Sands, Resorts World Sentosa and outlets in Food Republic/Food Opera (313@Somerset L5, Causeway Point L4, ION, Manulife Centre, Parkway Parade, VivoCity L3 and Wisma Atria).
- Polar Signature Sugar Roll – all Polar Puffs & Cakes Retail outlets except those within convenience stores, petrol stations and supermarkets.

(4) Can I collect the vouchers on behalf of other Members / Dependents (Junior / Spouse)?

Yes. The SAFRA Member / Proxy will need to:

- Present the valid SAFRA Membership Card of the Member/Dependent (Junior / Spouse).
- Sign a 'COLLECTION FORM' provided at SAFRA Clubs' Customer Service Counters, to acknowledge redemption.

(5) Why was it changed from e-voucher to physical vouchers?

We apologise that these free treats will not be administered via e-vouchers on mSAFRA due to technical considerations. Members can now redeem vouchers for Toastbox & Polar free treats at any SAFRA Clubs.

(6) Do I have to queue for the vouchers?

A queue system will be in place to facilitate the redemption of free treat vouchers. The vouchers will be issued at all SAFRA clubs' customer service counters (9am – 9pm).

(7) How can I check on the availability of the free treat vouchers at the clubs?

To check for the availability at your preferred SAFRA club, please call our customer service counters:

SAFRA Jurong – 6686 4333

SAFRA Tampines – 6785 8800

SAFRA Toa Payoh - 6259 4000

SAFRA Yishun – 6852 8200

SAFRA Mount Faber – 6278 6011

SAFRA Punggol – 6585 8718

(8) Can I get a replacement for expired, damaged or lost vouchers?

Once redeemed, vouchers are non-refundable and cannot be replaced if lost, defaced, damaged, expired and/or voided.