

## Frequently Asked Questions (FAQ)

### Chinese New Year Sale Jan to Feb 2023

#### 1. What is this Chinese New Year Sale about?

This Chinese New Year Sale is valid from **16 January 2023** to **28 February 2023**.

#### 2. Who is eligible for this promotion?

This sale promotion is only applicable for new business signups from 16 January 2023 to 28 February 2023.

#### 3. How do customers enjoy the Chinese New Year Sale and do they need to enter any promo code?

Customers can proceed with online application via [www.tiq.com.sg](http://www.tiq.com.sg) or via the Tiq by Etiqua mobile app during the Promotion Period. Please refer to [www.tiq.com.sg/cny2023](http://www.tiq.com.sg/cny2023) for more details and key in the promo code where applicable to enjoy the discount and cashback.

#### 4. How and when will customers receive the additional Cashback and Angpao?

- The Additional Cashback and Angpao will be credited to the eligible customers' TiqConnect eWallet within 4 weeks from 28 February 2023 provided that the policy of the Product(s) purchased (except for Private Car Insurance and Maid Insurance) has not been cancelled or free-look rights have been exercised.
- The Additional Cashback for Private Car Insurance and Maid Insurance will be credited to the eligible customers' TiqConnect eWallet within 90 days from 28 February 2023, provided policy has not been cancelled or free-look rights have been exercised.

## 5. How many Rewards Points will a customer receive if purchase is made via Tiq by Etiqa mobile app?

For example:

- If first purchase is **Tiq Travel Insurance**, customer will get **100 points**.  
If subsequent purchase is **Tiq Travel Insurance**, customer will get **200 points**.
- If first purchase is **Tiq Travel Insurance**, customer will get **100 points**.  
If subsequent purchase is **Tiq Home Insurance**, customer will get **500 points**.
- Depending on Customer's transaction history, if the purchase is made via Tiq by Etiqa mobile app during Chinese New Year sale, they will get 5X rewards points based on column (A) or (B).
- For example, if the customer's second **Tiq Travel Insurance** purchase is made via **Tiq by Etiqa mobile app**, they will receive **5 x 200 = 1,000 points**. The first 200 points will be credited to them 14 days after the purchase and the remaining points will be credited 4 weeks from 28 February 2023.

Policy	(A) Points Earned (On Your First Purchase)	(B) Points Earned (On Your Second New Purchase or Renewal)
Tiq Travel Insurance	100	200
Tiq Home Insurance	100	500
ePROTECT maid	100	200
Private Car Insurance	100	200
ePROTECT motorcycle	100	200
Tiq Personal Accident	100	200
ePROTECT personal mobility	100	200
Tiq Invest	100	\$1 = 0.5 points <sup>^</sup>
Cancer Insurance	100	\$1 = 3 points
3 Plus Critical Illness	100	\$1 = 3 points
PROTECT term life / DIRECT – Etiqa term life	100	\$1 = 3 points
Personal Cyber Insurance	100	200

<sup>^</sup> Valid for ad-hoc top-ups only (minimum of \$500 and in multiples of \$100).

All points earned are valid only for online Etiqa customers. [T&Cs apply](#).

## 6. Is this Chinese New Year Sale applicable for existing in-force customers?

No. Unfortunately, this Chinese New Year Sale is only applicable for new business purchases.

## 7. Can customers due for renewal enjoy this Chinese New Year Sale?

No. Unfortunately, this Chinese New Year Sale is not applicable for customers who are due for renewal. Please advise customers to renew their existing insurance plan(s).

## 8. Can customers' cancel or free-look existing policy and enjoy this promotion?

No. Unfortunately, this promotion is not valid for customers who have cancelled or free-looked existing policy/policies with Etiqa Insurance Pte. Ltd. ("Etiqa") within 14 days of policy application.

**9. Can this promotion be stacked or combined with other promotions?**

Yes. This promotion can be stacked with our referral programme <https://www.tiq.com.sg/promotion/refer-and-earn/>. In order to earn the Referral fee, Referee has to be a new customer to Etiqa or Tiq without prior purchases made.

Information is correct and updated as of 16 January 2023.