

Frequently Asked Questions (FAQ)

Power Up with TIQ Protection – 1 to 31 July 2023

1. When is the Power Up with TIQ Protection Promotion happening?

The Power Up with TIQ Protection Promotion ("Promotion") is valid from **1 July to 31 July 2023**.

2. Who is eligible for this Promotion?

This Promotion is only applicable for new signups during the Promotion period.

3. How do customers enjoy the Promotion and do they need to enter any Promo Code?

Customers can proceed with online application www.tiq.com.sg or via the **Tiq by Etiqa mobile app** during the Promotion Period. Please refer to <https://www.tiq.com.sg/promotion/protection> for more details and key in the Promo Code where applicable to enjoy the Discount, Additional Cashback and/or Rewards Points.

4. How and when will customers receive the Additional Cashback, Rewards Points, and Sign-up Gift(s)?

The Additional Cashback and/or Rewards Points will be credited to the eligible customers' TiqConnect eWallet within 4 weeks from 14 August 2023 provided that the policy of the Product(s) purchased has not been cancelled or free-look rights have been exercised.

A redemption email for the Sign-up Gift will be sent to the eligible customers' email address from digital@etiqa.com.sg within 90 days from the policy start date. The details in the redemption email shall form part of these terms and conditions. Any Sign-up Gift which remained unclaimed after 30 days of notification shall be forfeited.

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

- Depending on Customer's transaction history, if the purchase is made via Tiq by Etiqa mobile app during the Power Up with TIQ Protection Promotion, they will get up to 10x Rewards Points based on column (A) or (B).

Policy	(A) Points Earned (On Your First Purchase)	(B) Points Earned (On Your Second New Purchase or Renewal)
Cancer Insurance	100	\$1 = 3 points
3 Plus Critical Illness	100	\$1 = 3 points
ePROTECT term life / DIRECT – Etiqa term life	100	\$1 = 3 points

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

6. Is the Power Up with TIQ Protection Promotion applicable for existing in-force customers?

Our Etiqa Rewards Points is applicable for existing in-force customers. However, the Additional Cashback is applicable only for new-to-product customers (new business purchases).

7. Can customers due for renewal enjoy this Promotion?

Customers due for renewal will not be able to enjoy the Additional Cashback awarded, but they can still earn our Etiqa Rewards Points.

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 1 July 2023.