SAFRA – Vouchers

User Guide for Members

TRINAX

SAFRA
BUILDING BONDS - CREATING MEMORIES

What is Vouchers?

Previously known as eVoucher and Treats & Deals, these two services have come together as **Vouchers** for a simpler, more seamless experience. Whether you're claiming complimentary treats, purchasing exclusive offers, or managing your vouchers, all your voucher needs are now conveniently available in one place. Access **Vouchers** anytime via m.SAFRA or the SAFRA App.

- **Claim & Redeem Vouchers:** Receive perks such as Birthday, free treats & more.

- **Buy Treats & Deals:** Purchase SAFRA Members' exclusive discounted F&B, grocery, movie vouchers and more. All valid SAFRA members are eligible to **purchase** excluding NSFs on Free Trial Membership.

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Claim & Redeem Vouchers (Pg 12 – 19)

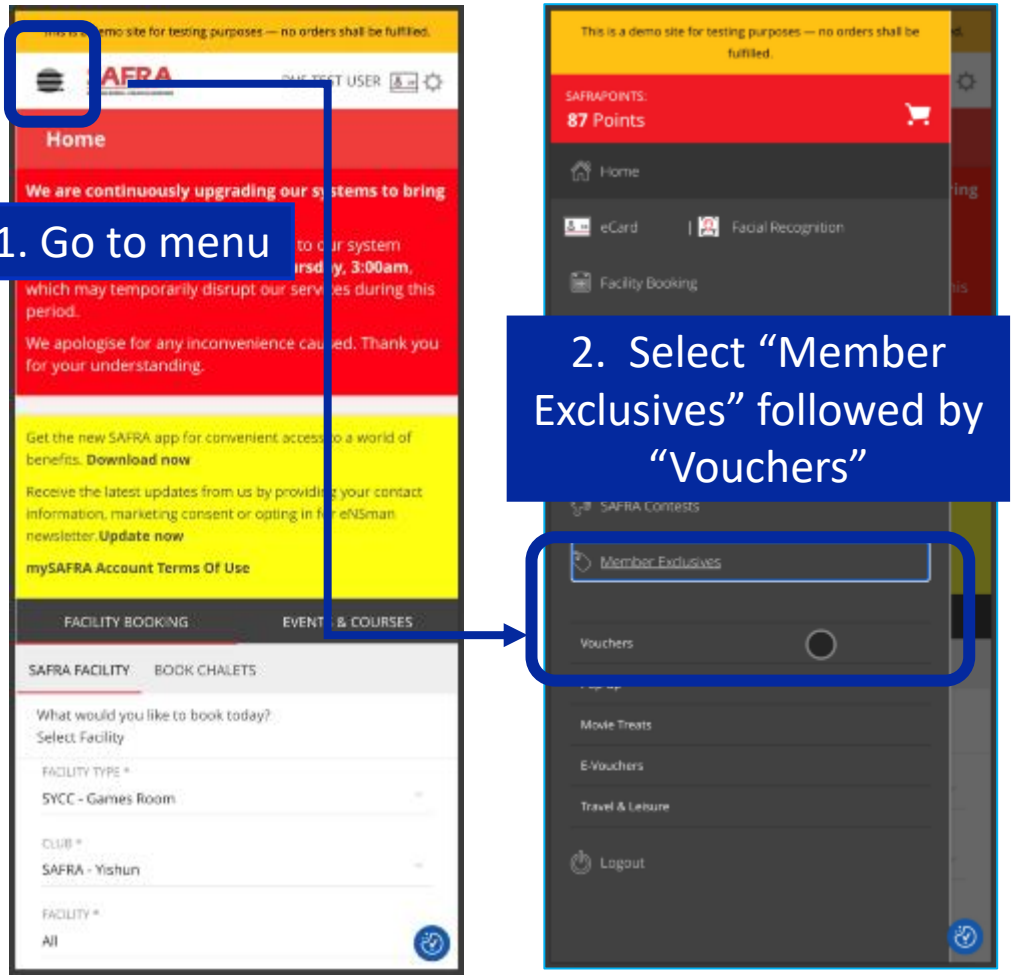
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Voucher Purchases (Pg 20 – 24)

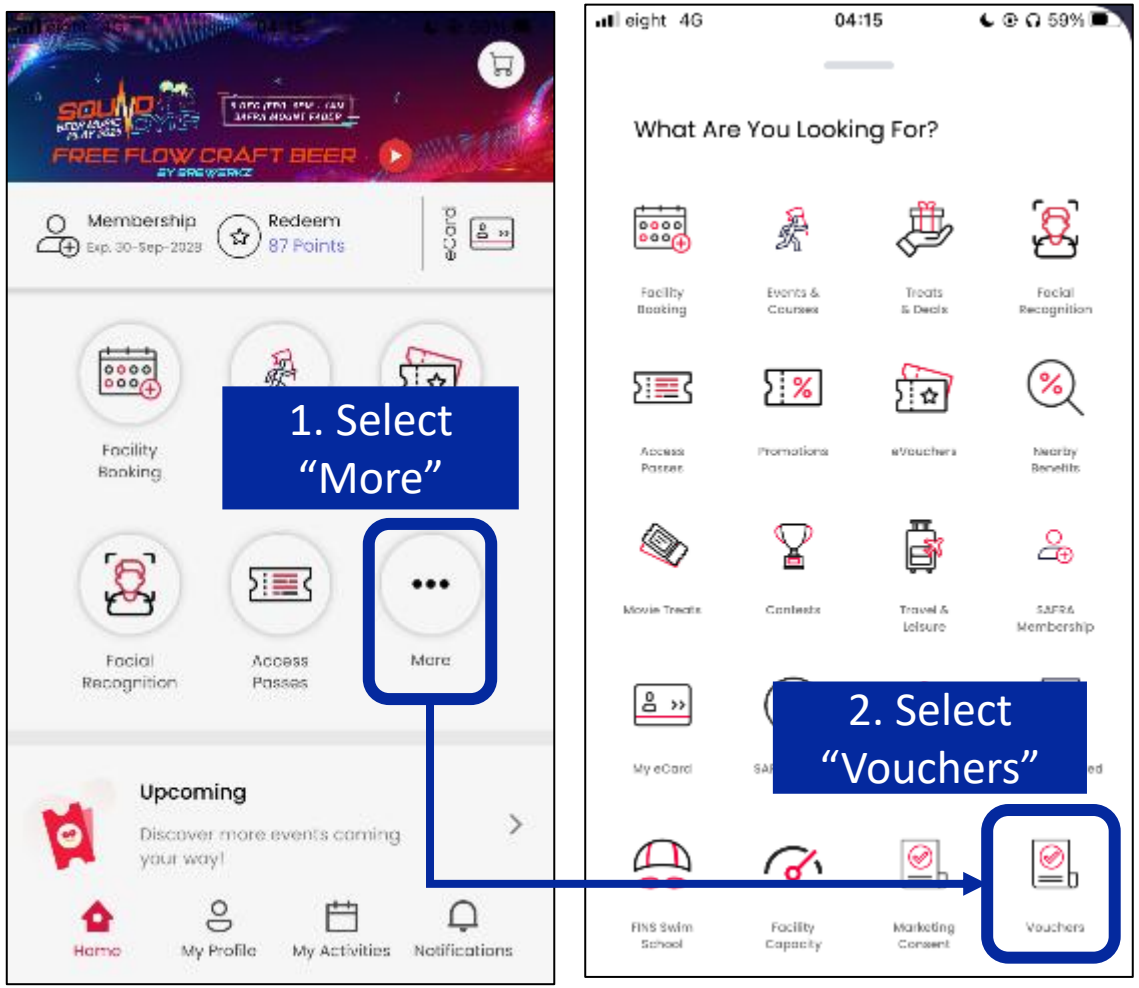
- Purchase Digital Voucher
- View & Track Your Digital Voucher Purchase
- Purchase Physical Voucher
- View & Collect Your Physical Voucher Purchase

Where To Access Vouchers Platform

1) m.safra.sg Portal



2) SAFRA Mobile App

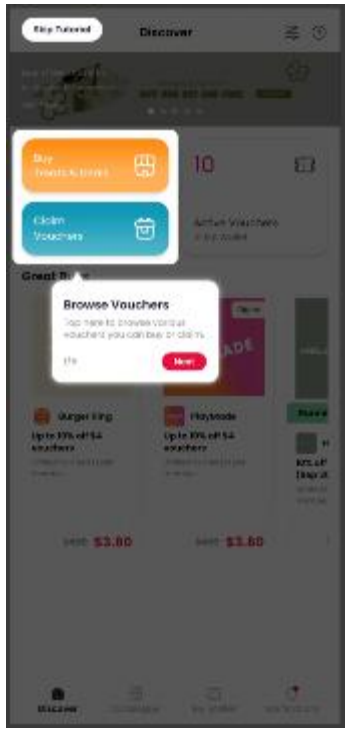


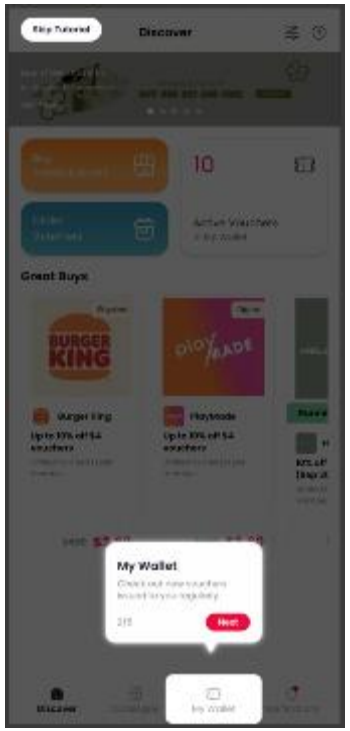
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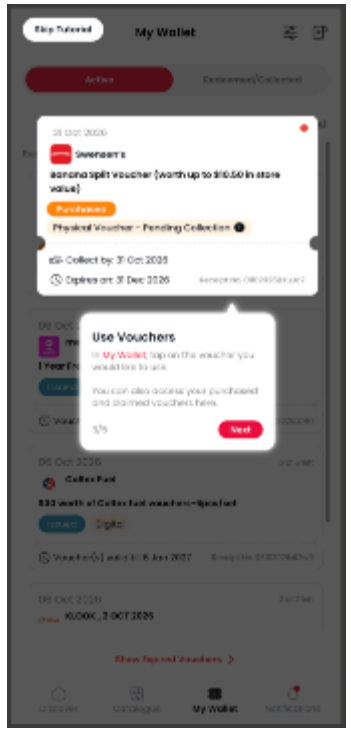
Getting Started

Follow this simple tutorial to navigate Vouchers.

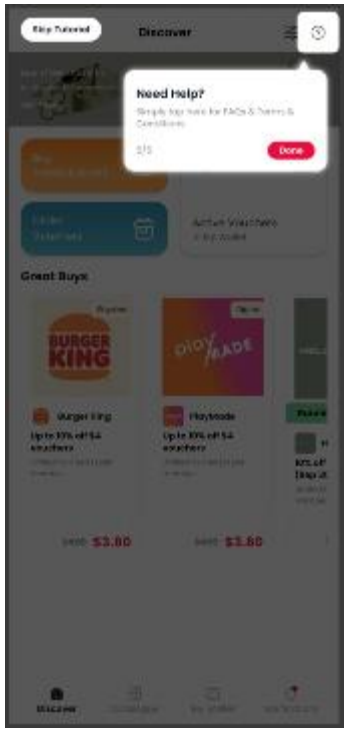












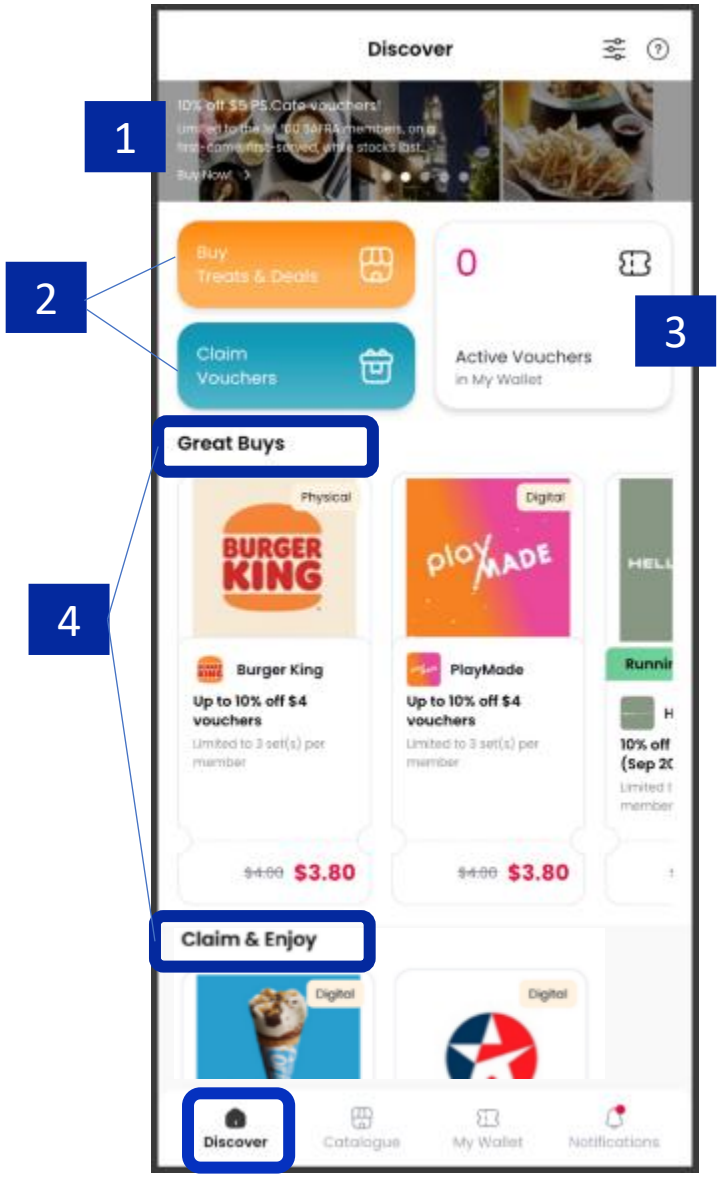
Discover Homepage

1. **Banners:** Swipe to view promotions or announcements

2. **Buy Treats & Deals / Claim Vouchers:** Click in to view all voucher deals

3. **Active Vouchers** View the total number of active vouchers in your wallet at a glance

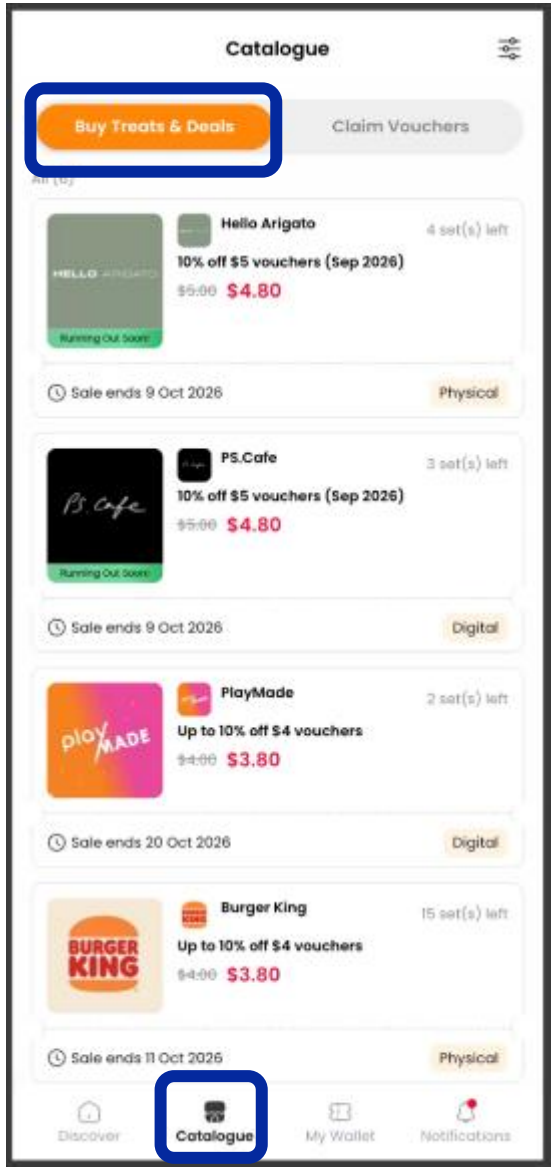
4. **Great Buys / Claim & Enjoy:** Browse featured voucher deals. Swipe to see more.

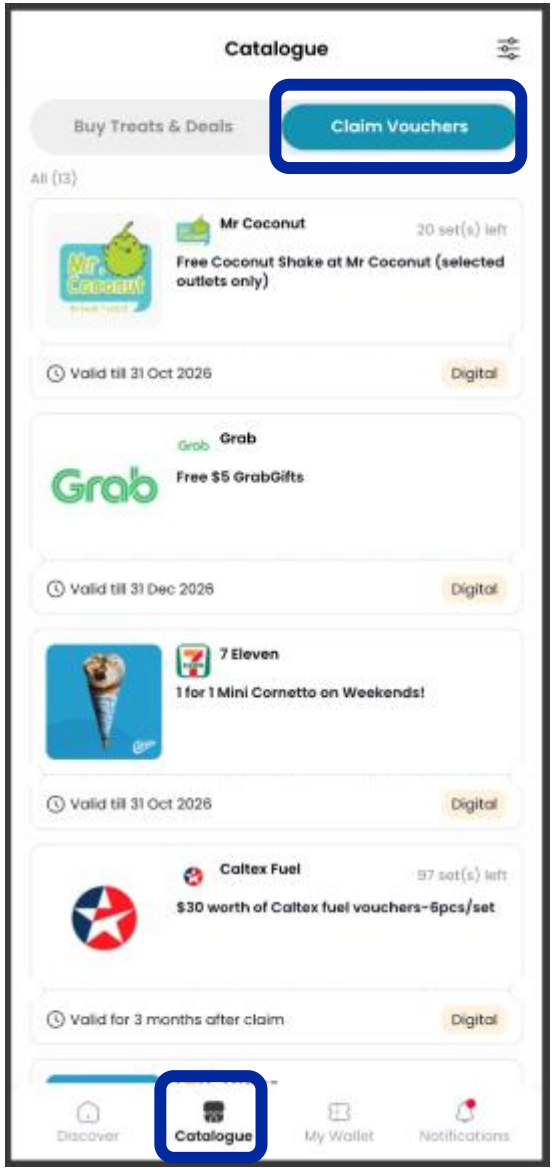


Information accurate at time of circulation.

Browse Catalogue

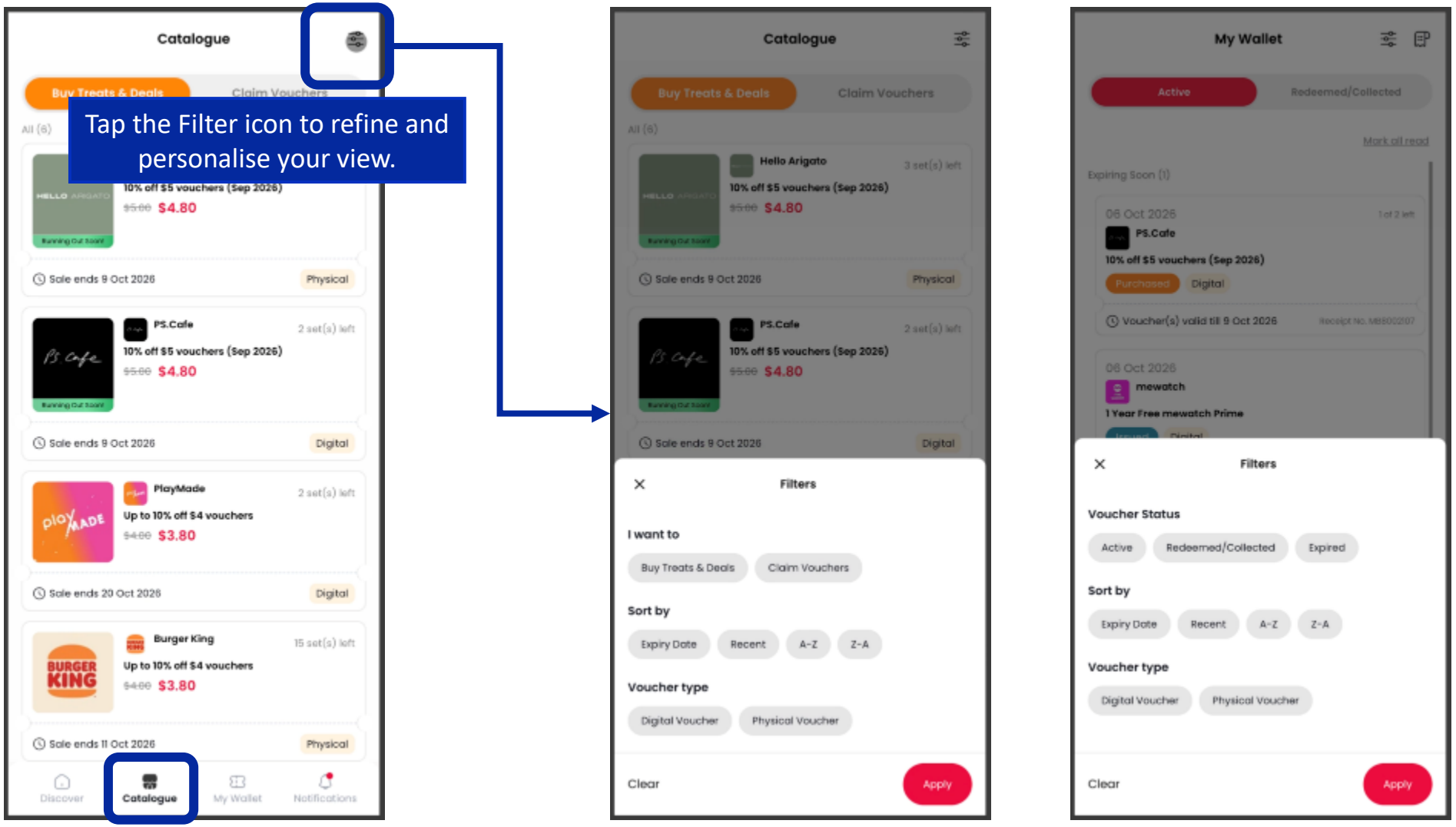
- Select **Buy Treats & Deals** to buy or view all discounted vouchers
- Select **Claim Vouchers** to claim or view all e-vouchers





Information accurate at time of circulation.

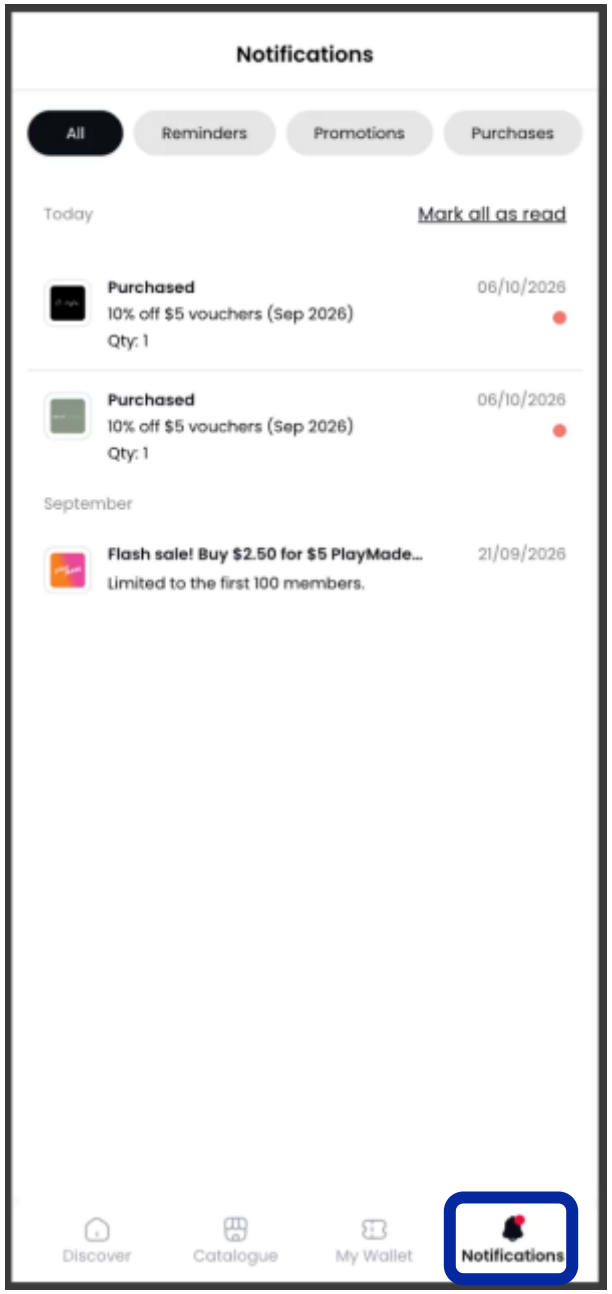
Filter Vouchers to Personalise Your View



Information accurate at time of circulation.

View Notifications

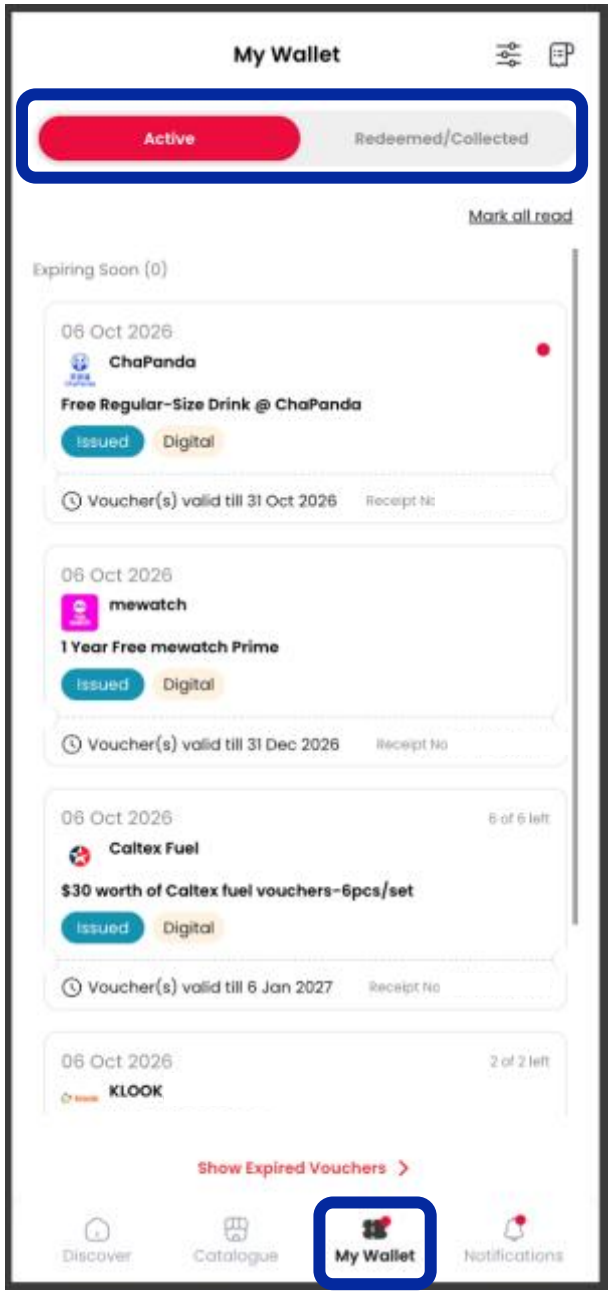
- Receive reminders and stay updated on new voucher deals, check for expiring rewards and transaction receipts.



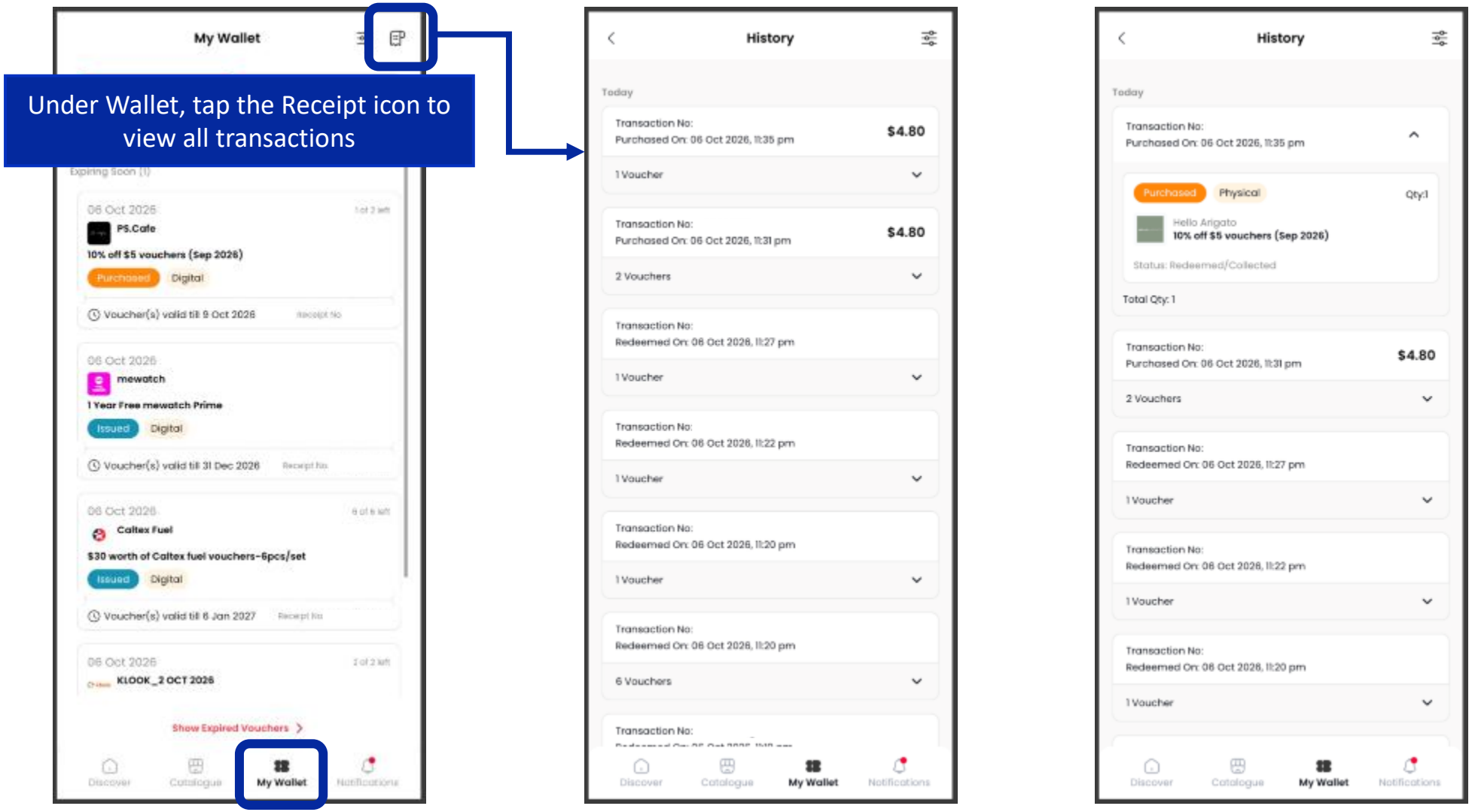
Manage Wallet

- View and manage all your claimed, purchased, redeemed, and expired vouchers in the **Active** and **Redeemed/Collected** tabs.

- You may also track vouchers that you have yet to collect or are expiring soon.



View Transaction History

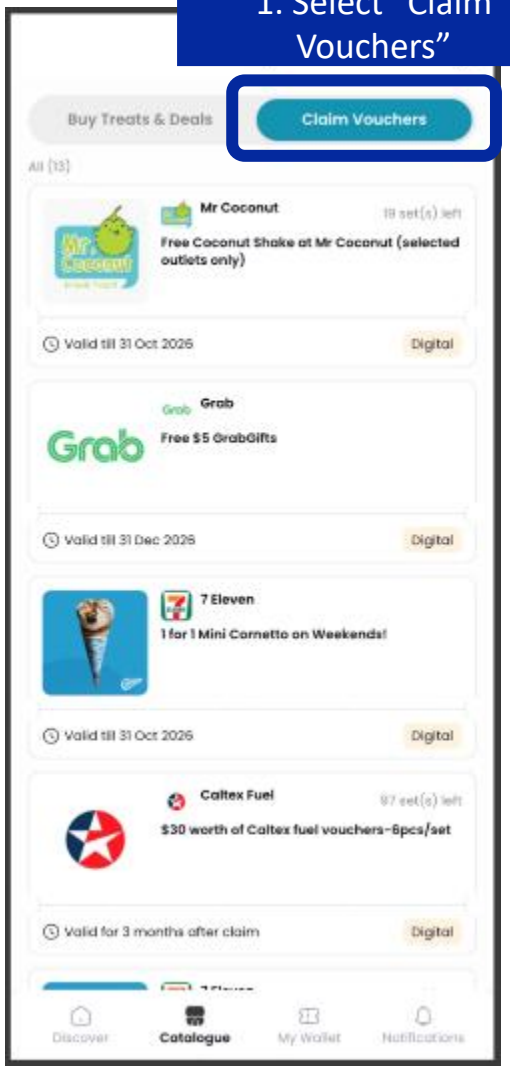


Information accurate at time of circulation.

Claim & Use Birthday Voucher On Your Birthday Month (1/2)

Available from Dec 2026

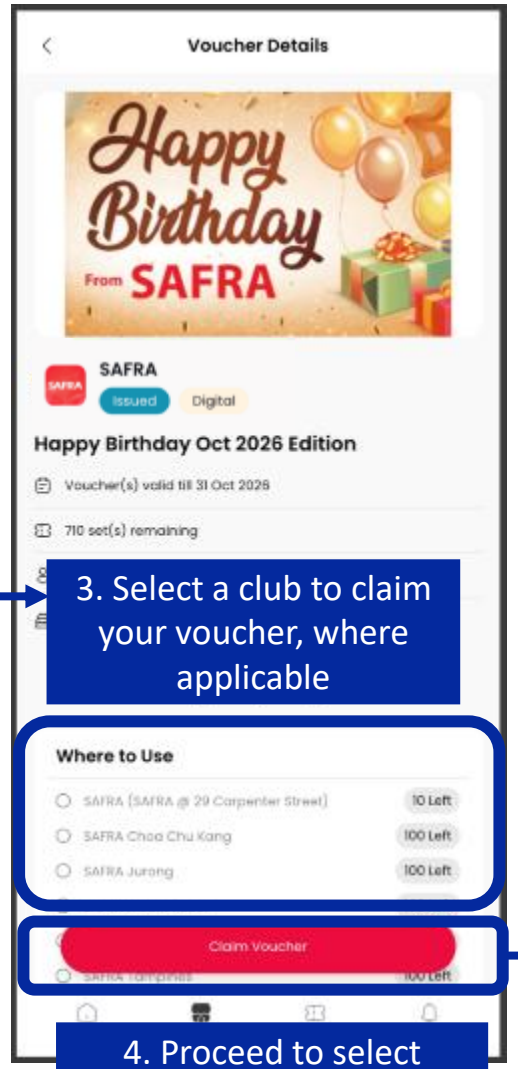
1. Select “Claim Vouchers”



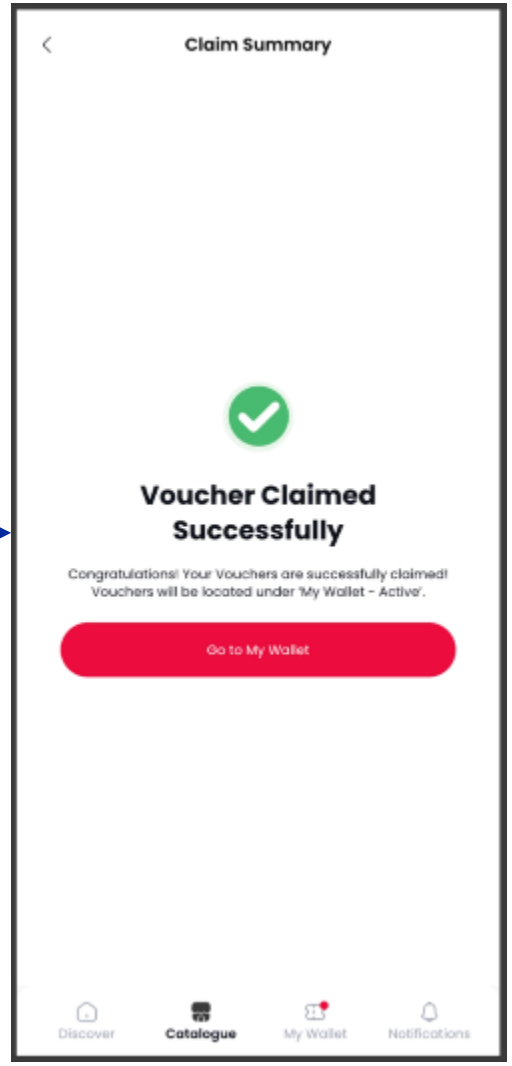


2. Select Birthday voucher issued to you during birthday month

3. Select a club to claim your voucher, where applicable



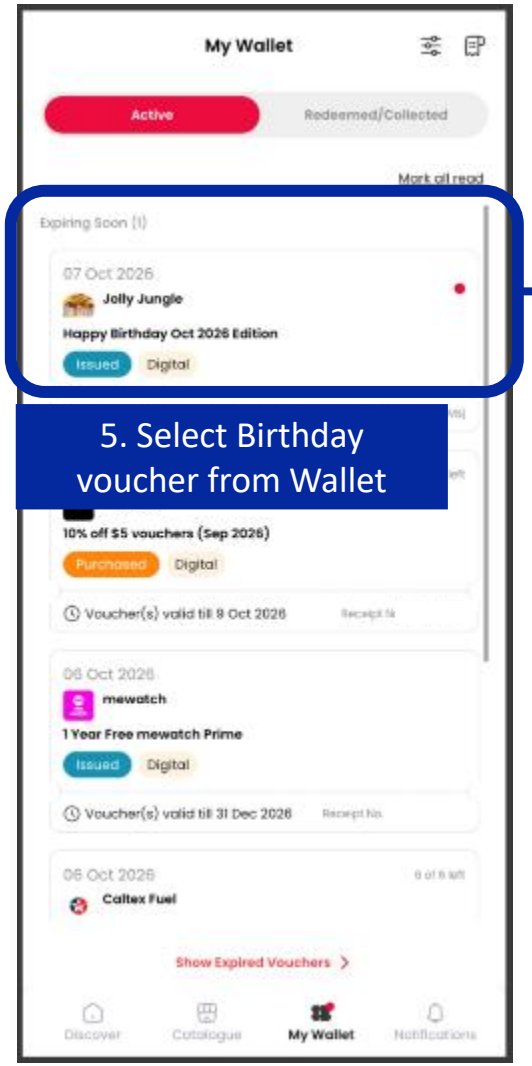
4. Proceed to select “Claim Voucher”



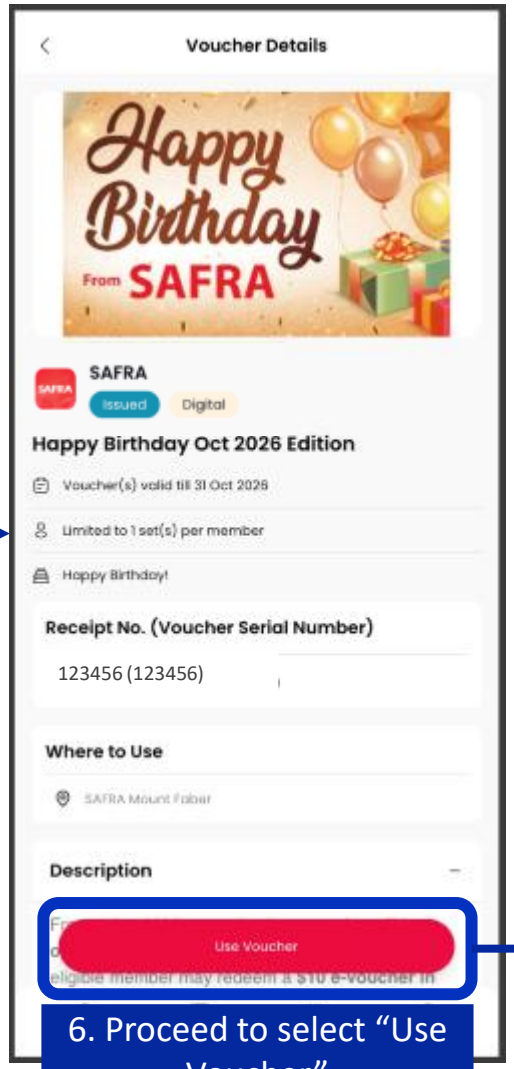
Information accurate at time of circulation.

Claim & Use Birthday Voucher On Your Birthday Month (2/2)

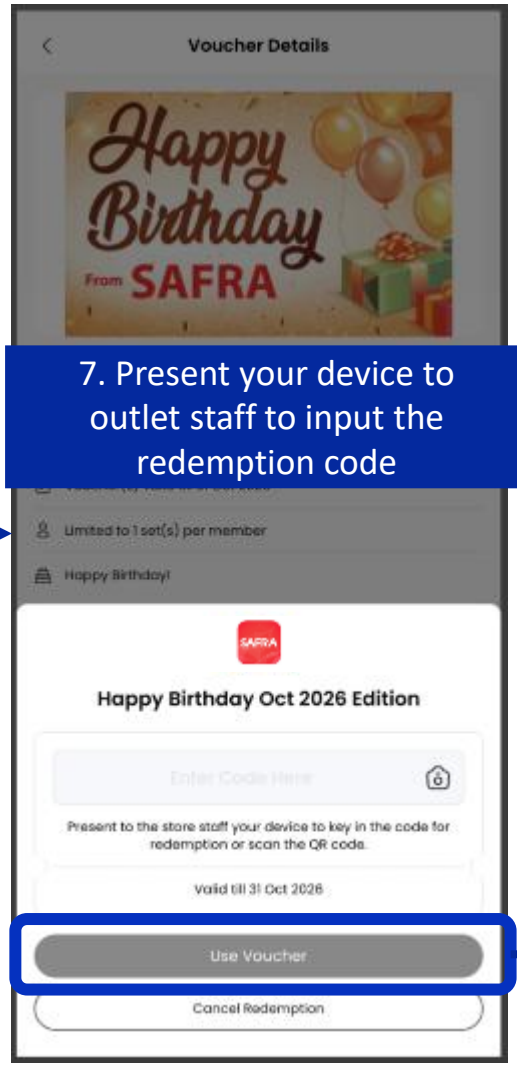
Available from Dec 2026



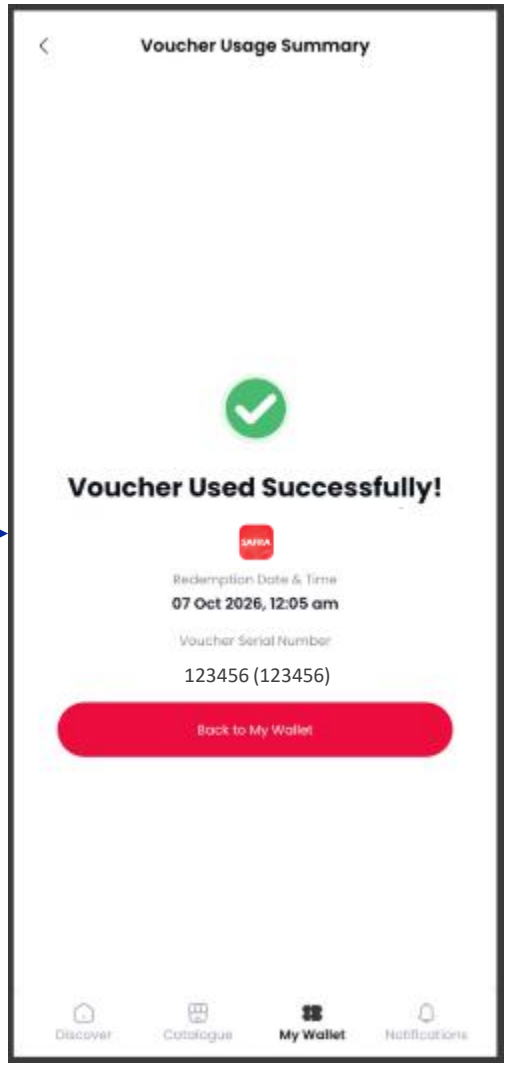
5. Select Birthday voucher from Wallet



6. Proceed to select "Use Voucher"



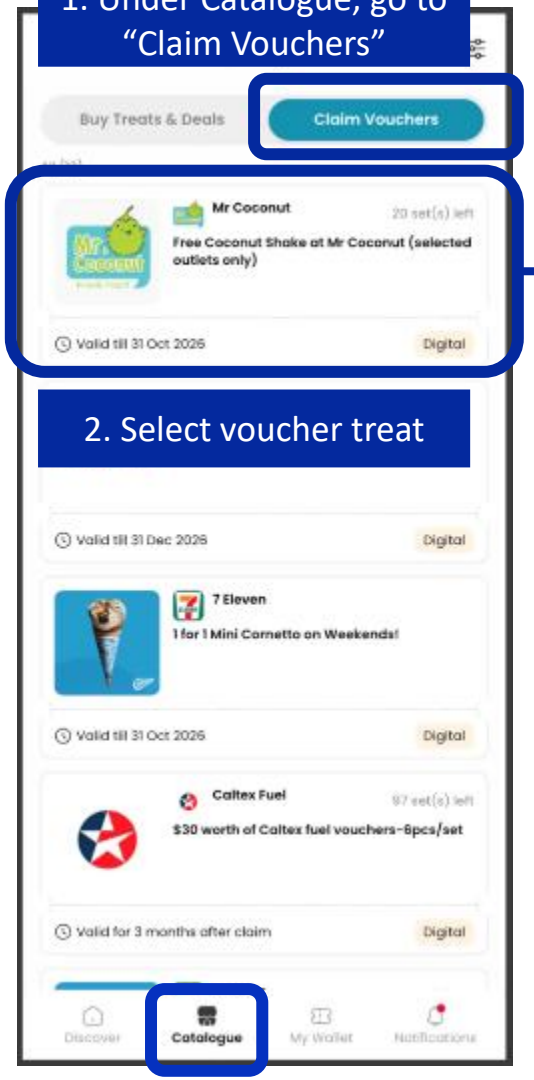
7. Present your device to outlet staff to input the redemption code



Information accurate at time of circulation.

Redeem & Enjoy a Voucher Treat Instantly

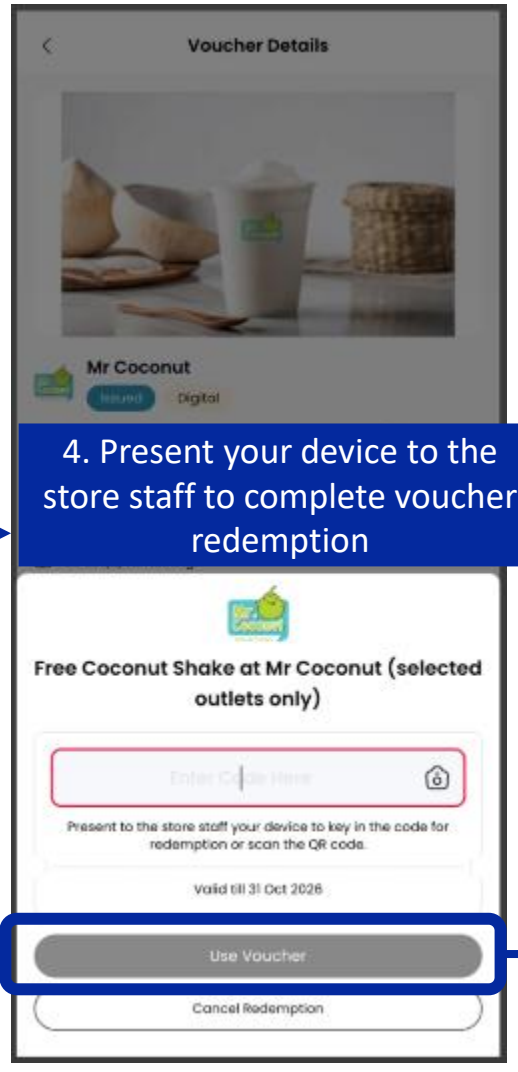
1. Under Catalogue, go to "Claim Vouchers"



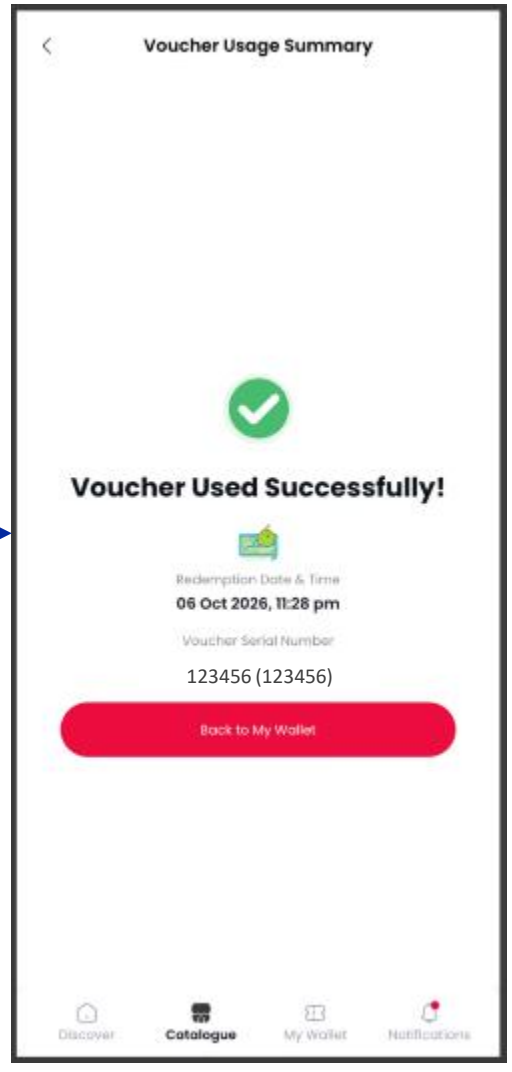
2. Select voucher treat



3. Click "Use Voucher"



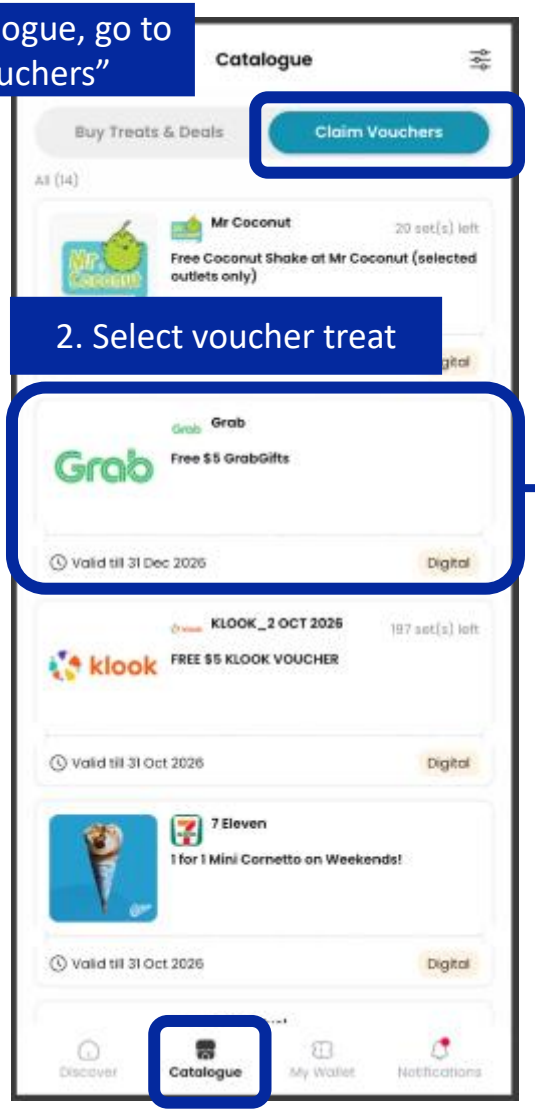
4. Present your device to the store staff to complete voucher redemption

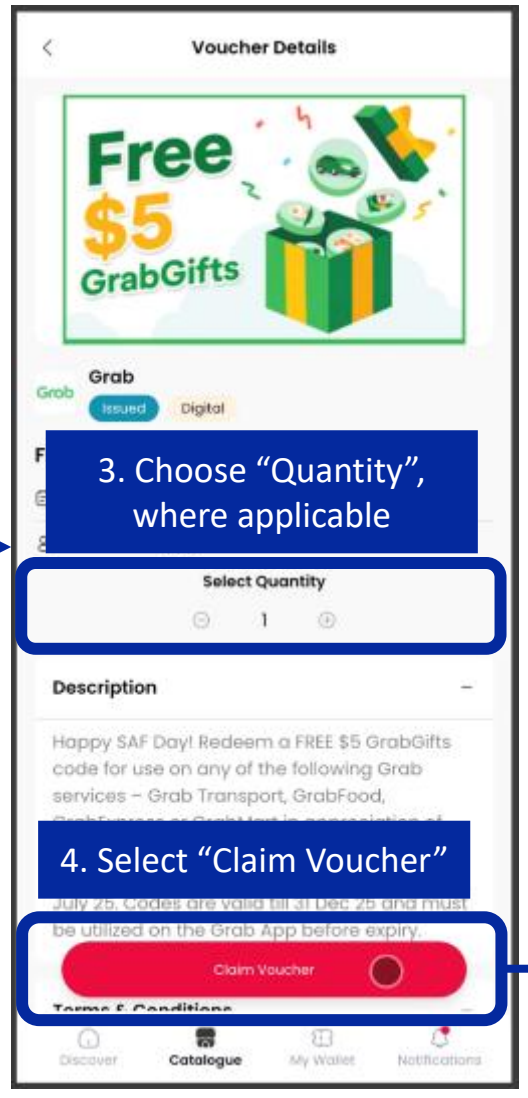


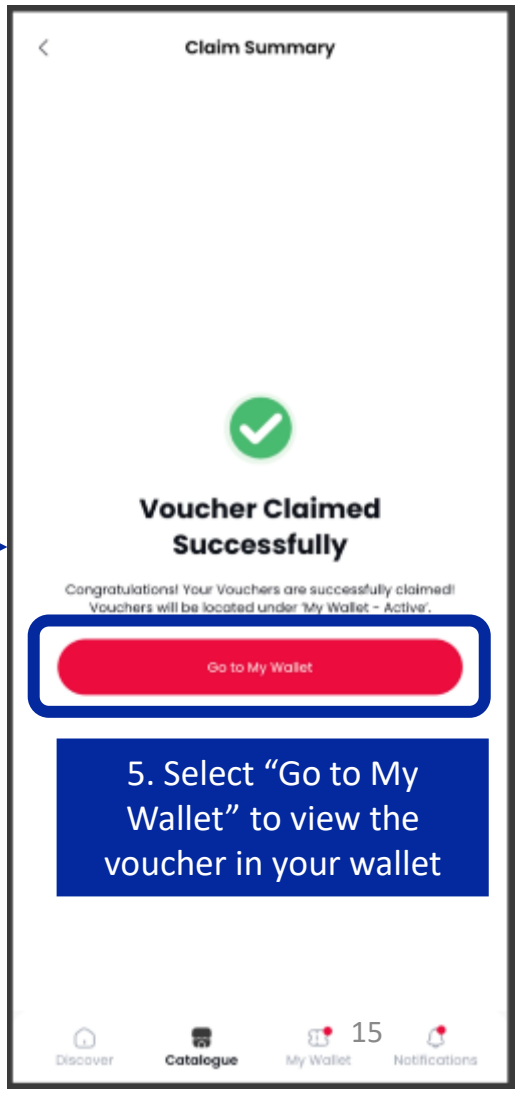
Information accurate at time of circulation.

Claim a Voucher & Save It for Use Later

1. Under Catalogue, go to "Claim Vouchers"





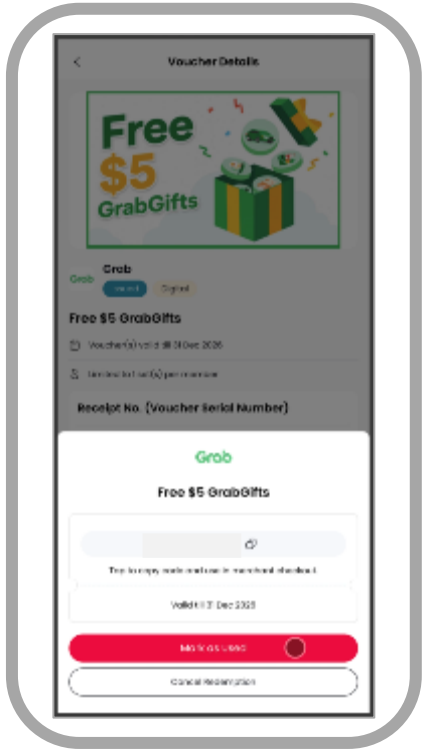


Information accurate at time of circulation.

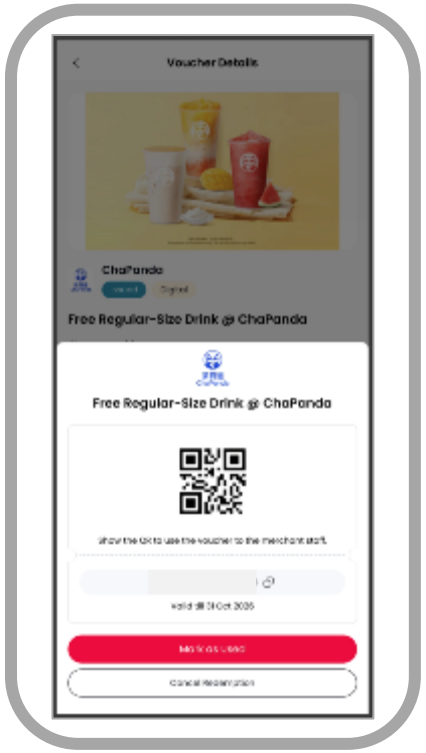
15

Redemption Methods

- Redemption method may vary depending on the specific deal.



A. Voucher Code/URL
Copy code/URL to use at participating merchant platform

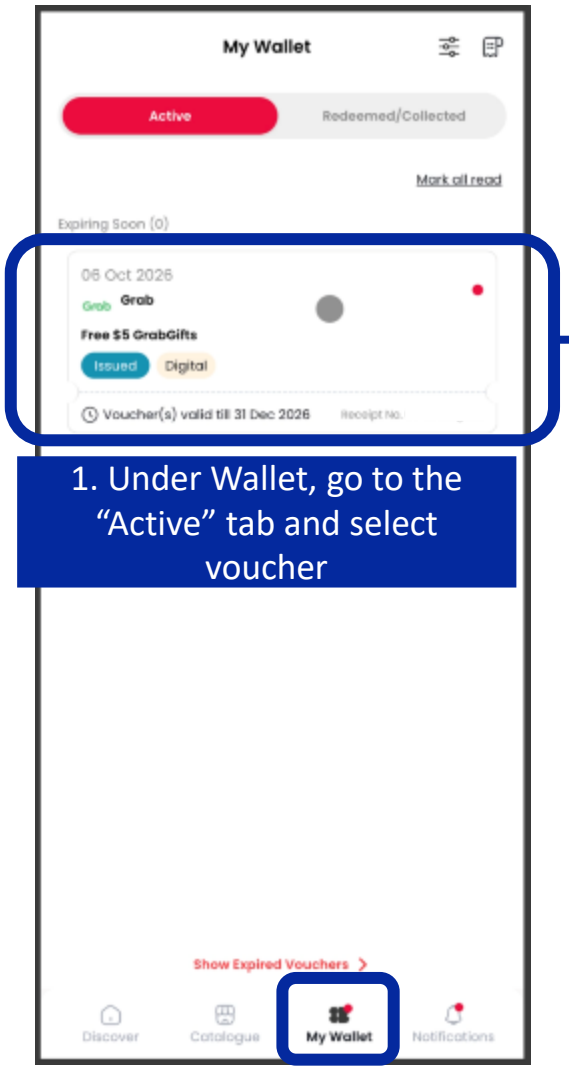


B. **Scan QR Code/Barcode**
Present this code to store staff.

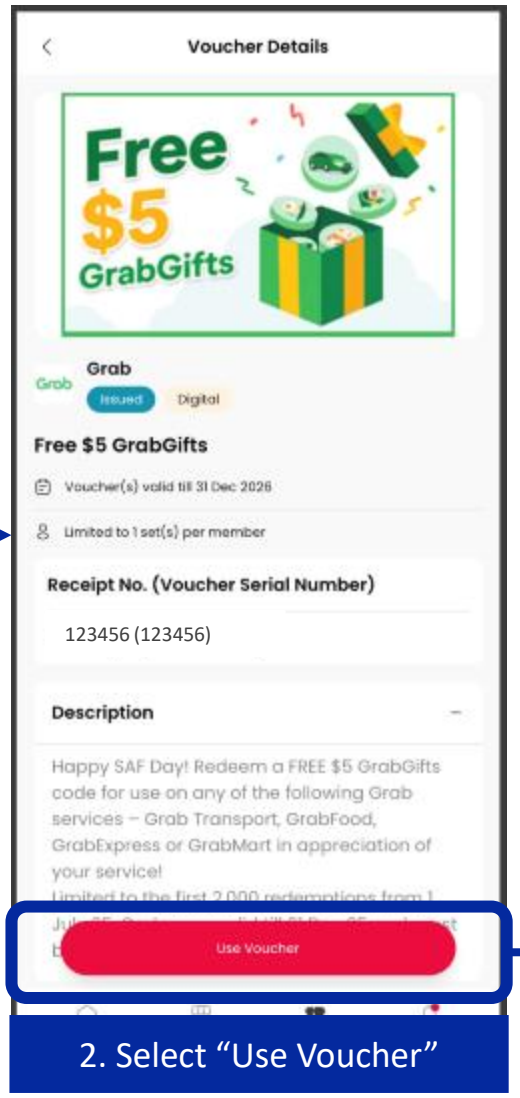


C. **Merchant Code**
Present your device to the store staff to complete voucher redemption

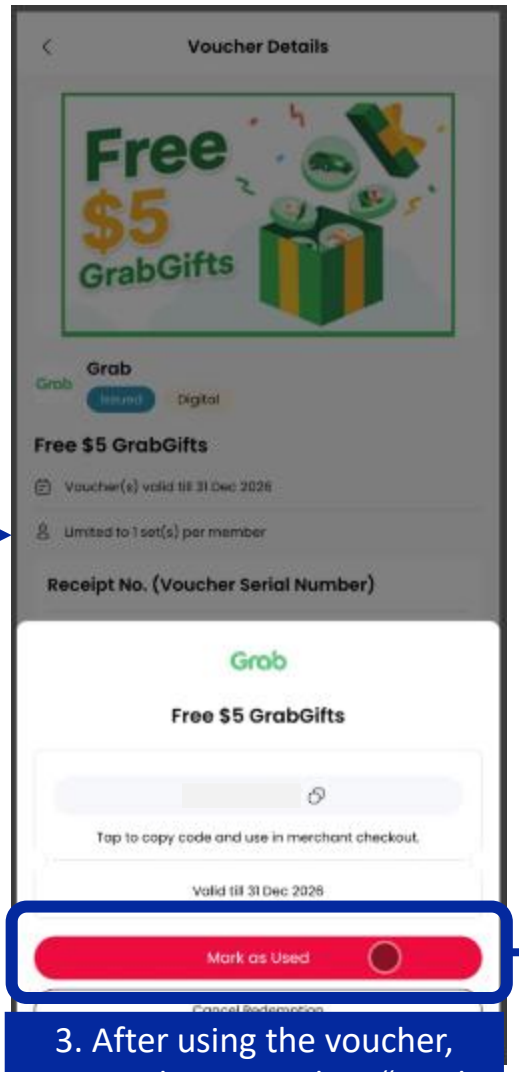
Use Digital Voucher That You Claimed/Received



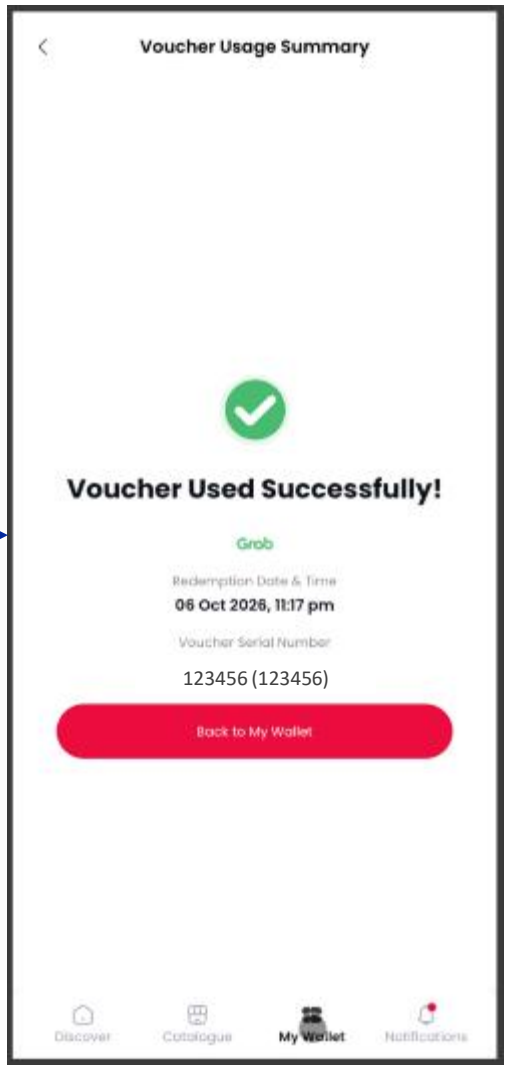
1. Under Wallet, go to the "Active" tab and select voucher



2. Select "Use Voucher"

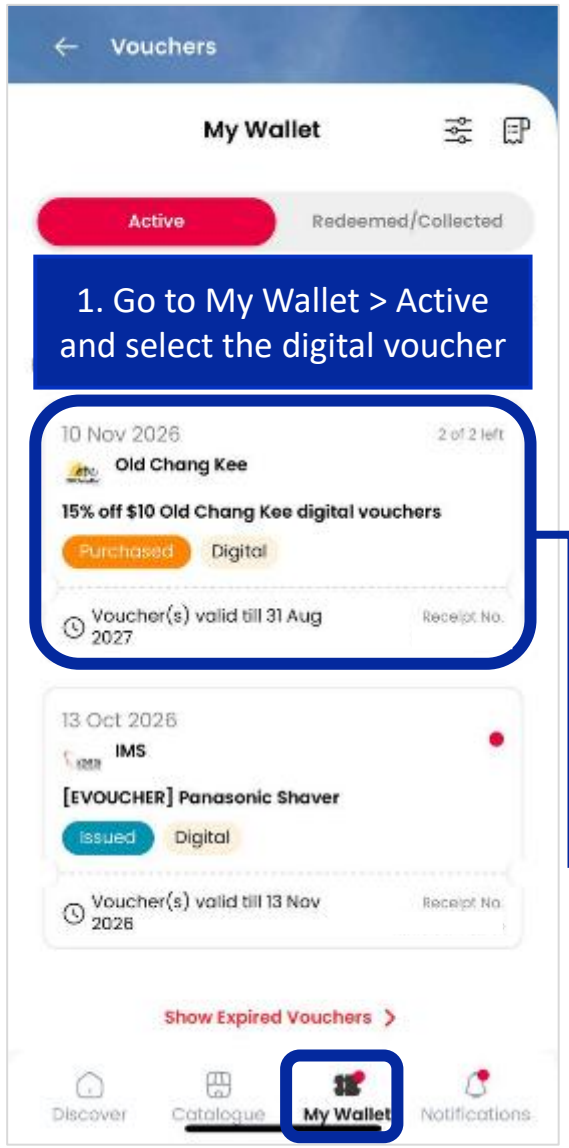


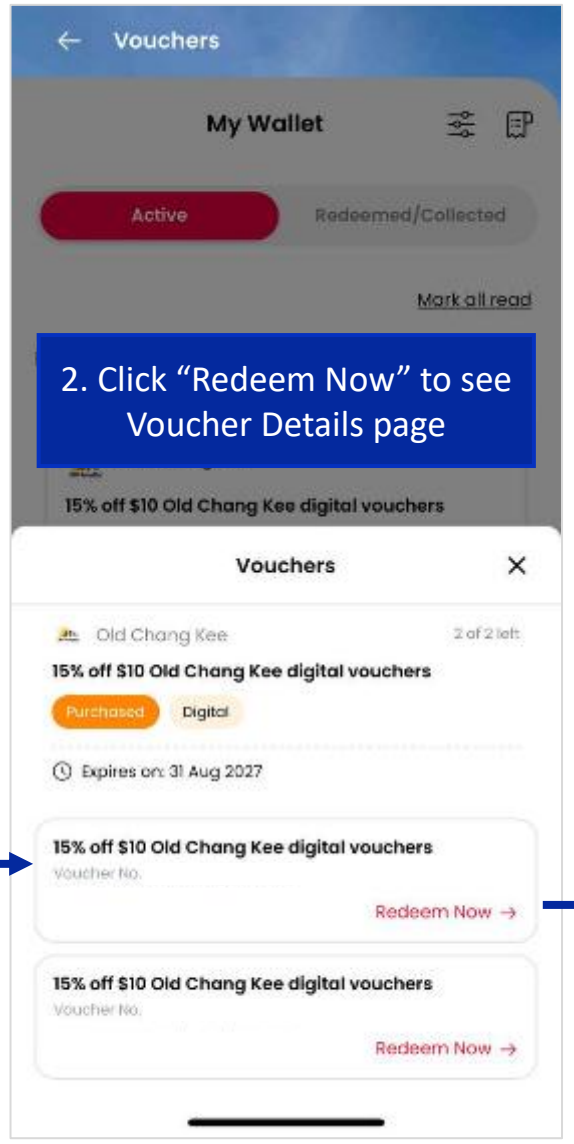
3. After using the voucher, ensure that you select "Mark as Used"

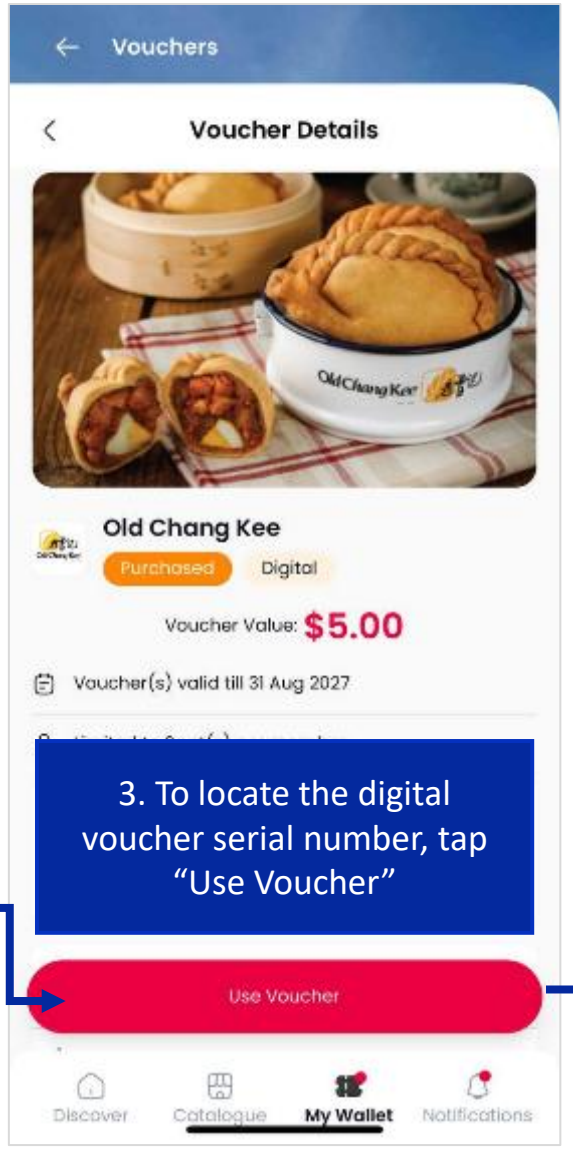


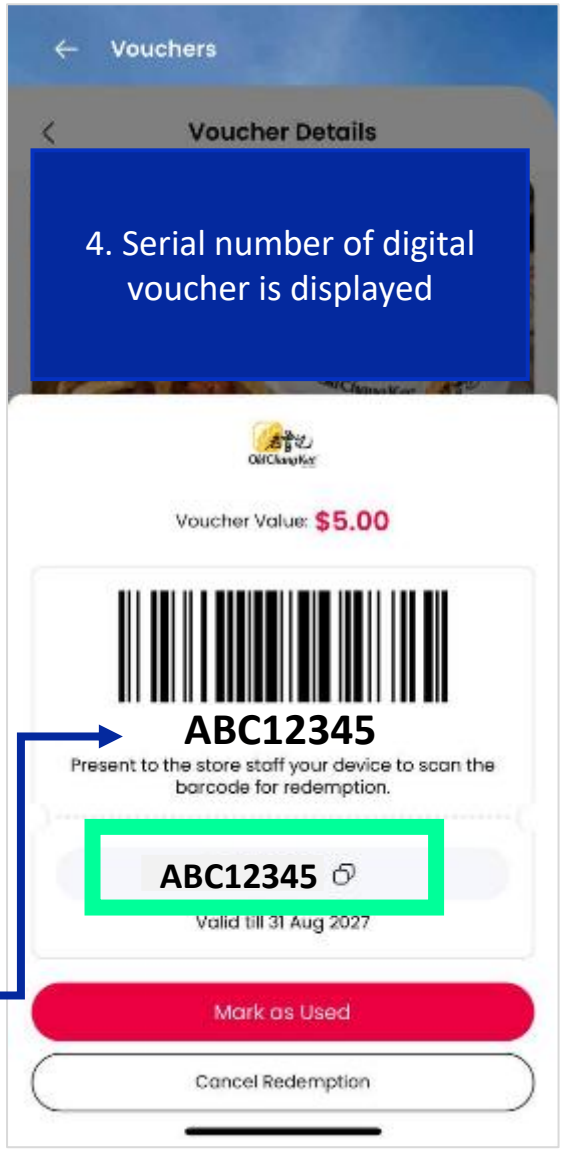
Information accurate at time of circulation.

Steps to Locate Your Digital Voucher Serial Number: <u>Before</u> Redeeming Voucher (1/2)

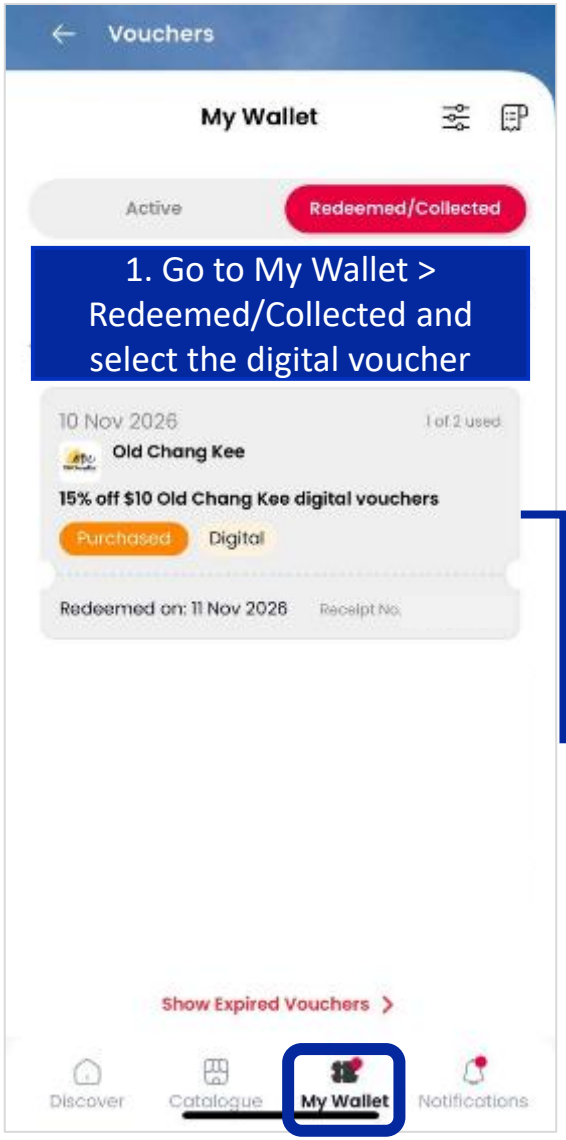


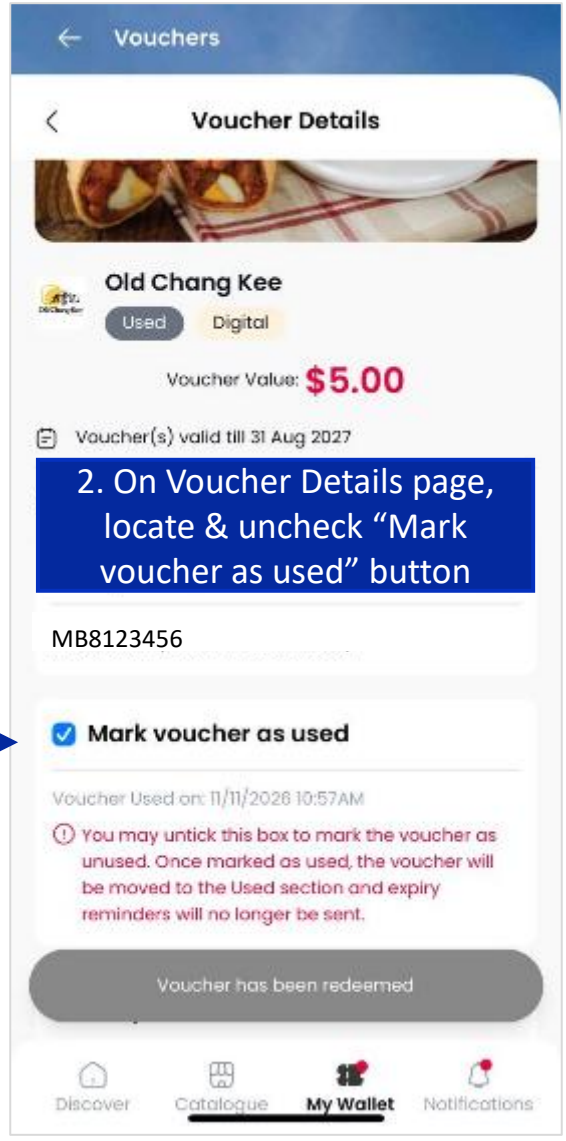


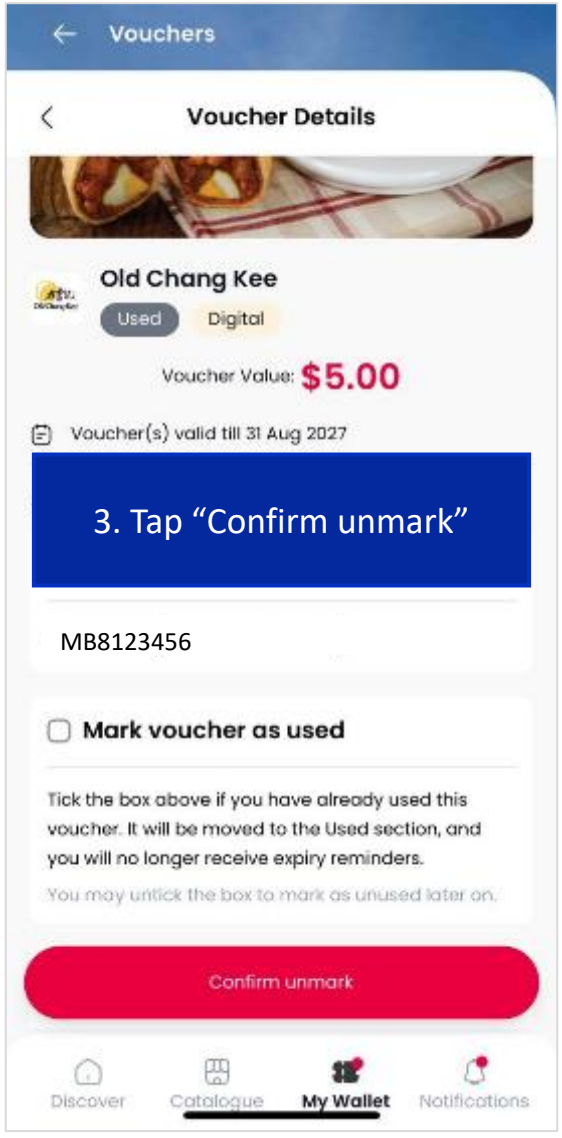




Steps to Locate Your Digital Voucher Serial Number:
<u>After</u> Redeeming Voucher (2/2)

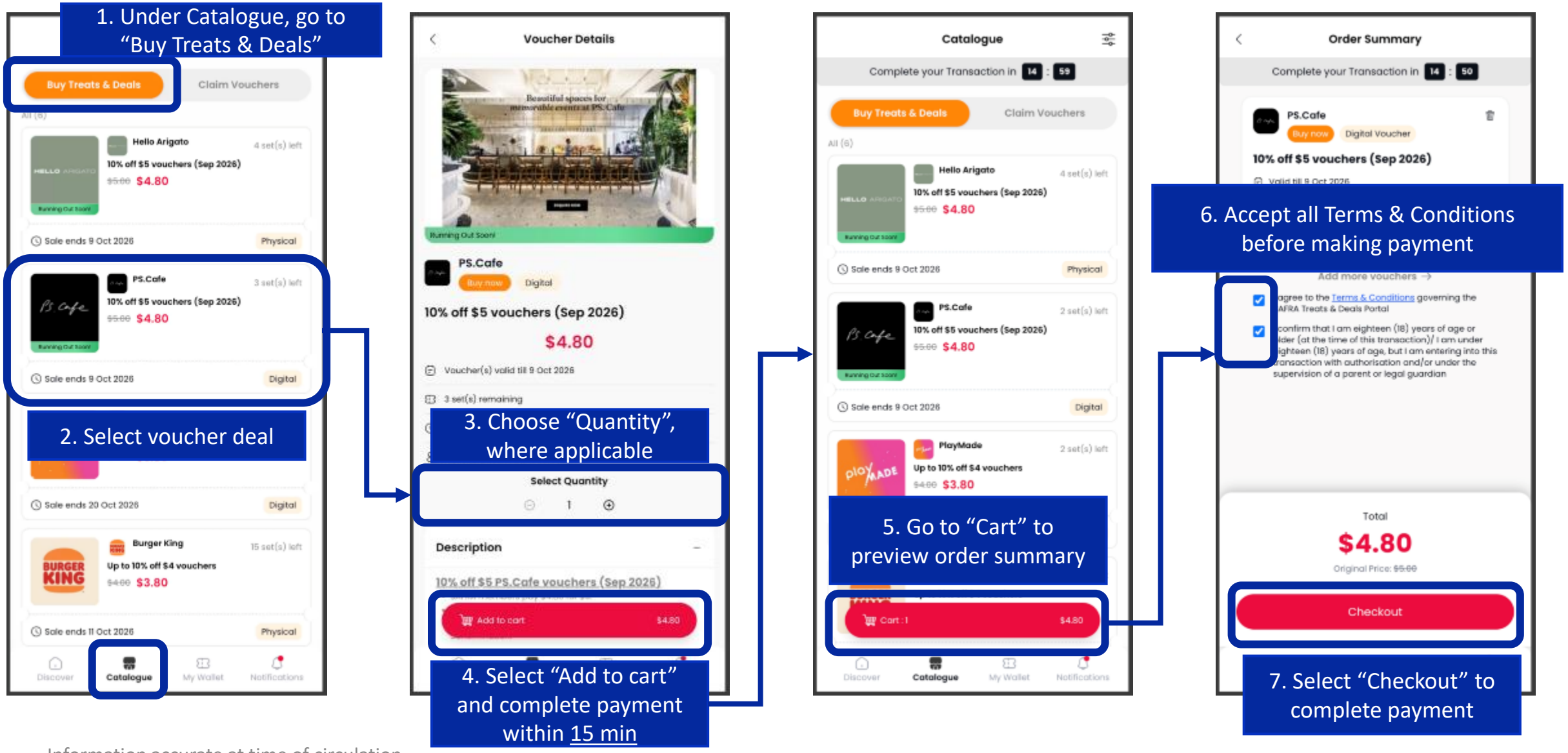






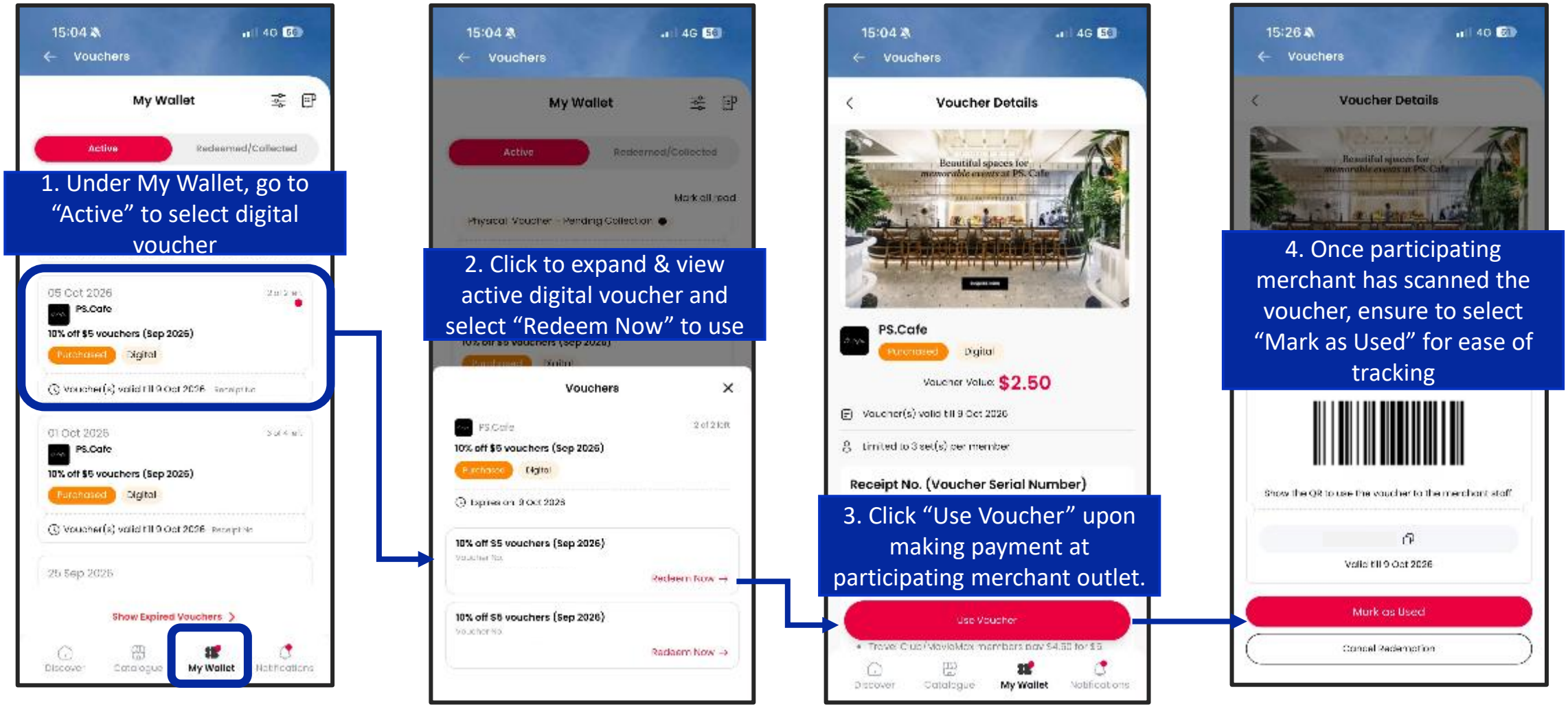


Purchase Digital Voucher



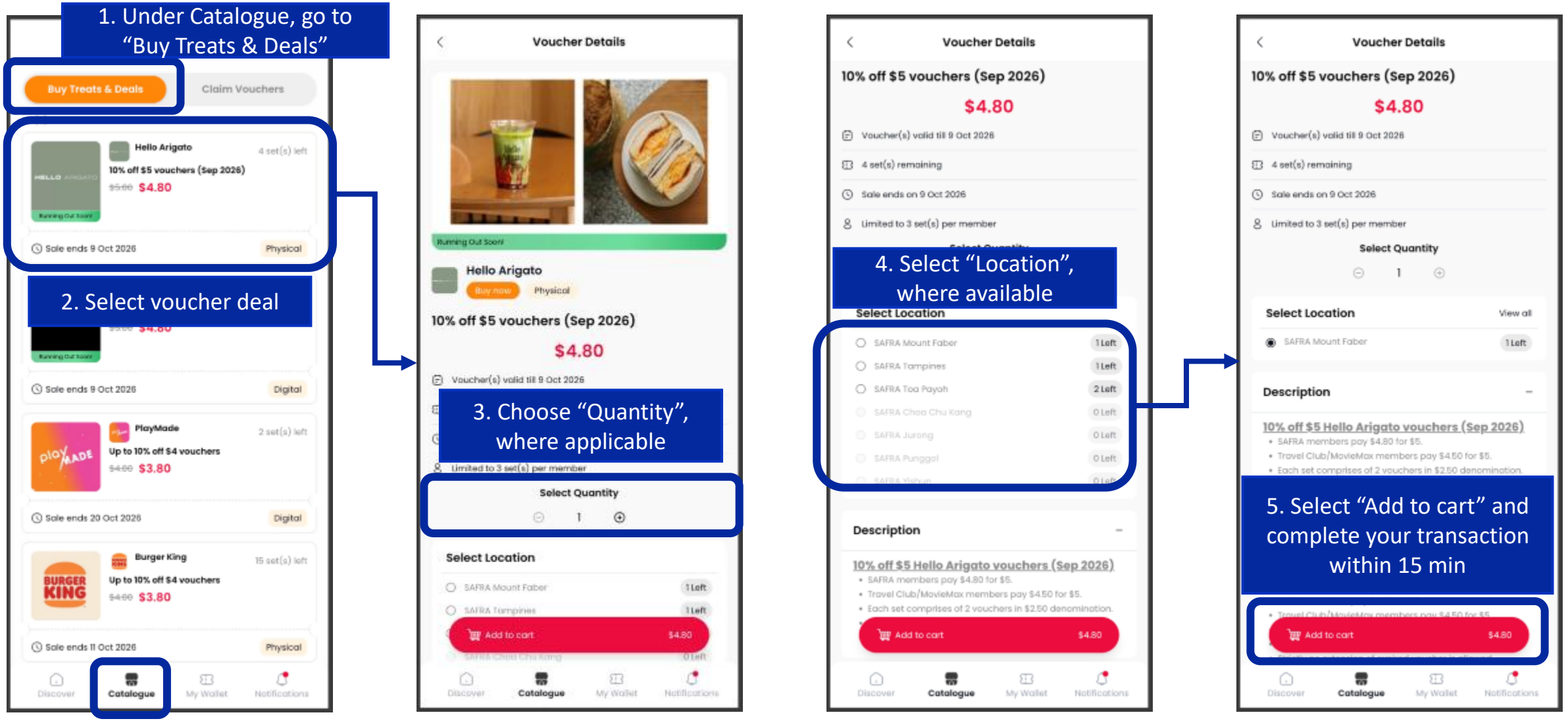
Information accurate at time of circulation.

View & Track Your Digital Voucher Purchase



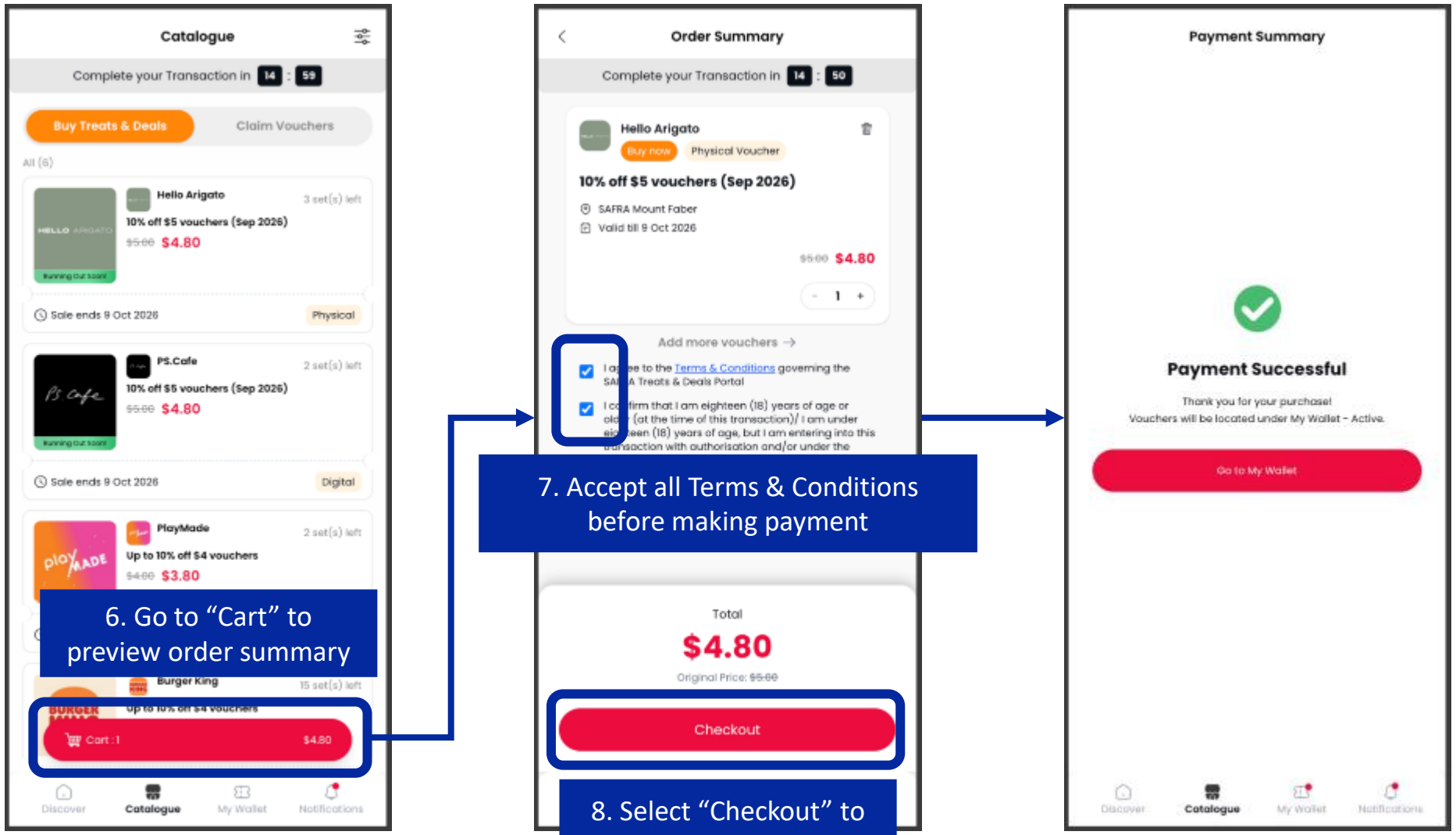
Information accurate at time of circulation.

Purchase Physical Voucher (1/2)



Information accurate at time of circulation.

Purchase Physical Voucher (2/2)



Information accurate at time of circulation.

View & Collect Your Physical Voucher Purchase



Information accurate at time of circulation.

Thank You.

Terms & Conditions apply for all voucher deals. For details, visit https://www.safra.sg/.