Frequently Asked Questions

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01 Getting Started

1. What is Vouchers?

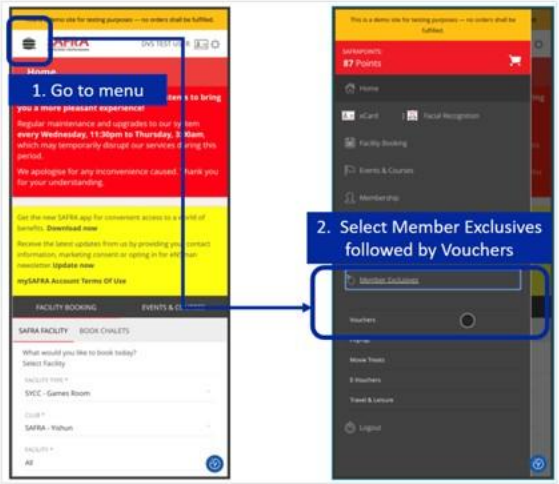
Vouchers is SAFRA's unified platform that brings together previously separate services, eVoucher and Treats & Deals, into one convenient place where members can claim, purchase, redeem and manage vouchers.

2. How do I access Vouchers?

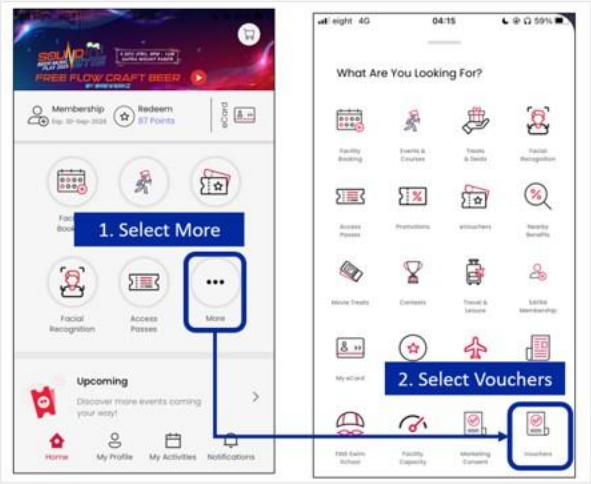
You can access Vouchers via:

- m.SAFRA website > Member Exclusives > Vouchers
- SAFRA App > More > Vouchers

m.SAFRA website



SAFRA App



3. Do I need to be a SAFRA member to use Vouchers?

Claim & Redeem Vouchers – Depending on the terms & conditions, most voucher deals are valid only to valid SAFRA members. We recommend that you check the voucher eligibility for accuracy.

Buy Treats & Deals – Yes. Voucher purchases are available only to valid SAFRA members. NSF Free Trial Members are not eligible to purchase vouchers.

4. What can I do on Vouchers?

You can:

- Purchase discounted voucher deals
- Claim complimentary vouchers and rewards
- Redeem vouchers
- Track voucher usage
- View transaction history
- Manage vouchers in your Wallet

5. Where can I find the Help Centre feature on Vouchers?

The **Help Centre** can be accessed via the **top-right corner of the Discover homepage**. It serves as a one-stop resource for useful information, including platform **Terms & Conditions**, **Frequently Asked Questions (FAQs)**, and a **quick guide** to help you get started with Vouchers.

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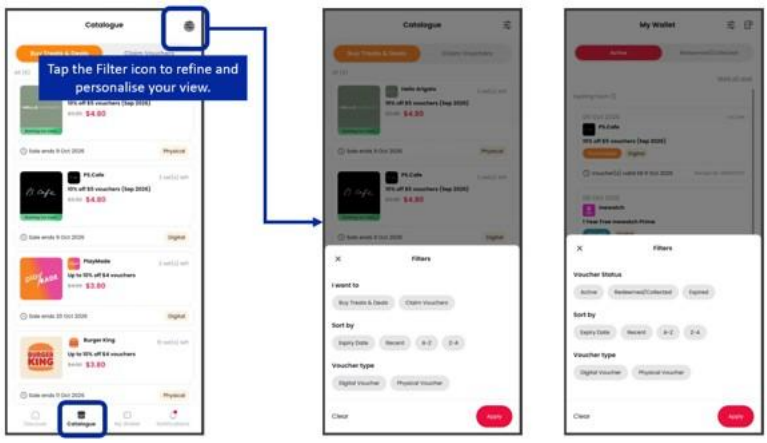
02 Browsing & Finding Vouchers

6. What is the difference between "Buy Treats & Deals" and "Claim Vouchers"?

- **Buy Treats & Deals**: Purchase discounted vouchers.
- **Claim Vouchers**: Redeem free rewards, birthday treats and promotional vouchers.

7. How do I find a specific voucher?

Use the **Filter** icon in the **Catalogue** to refine and personalise the vouchers displayed. All voucher deals are valid on a first-come, first-served, while stocks last basis.



8. What does Active Vouchers count mean?

The **Active Vouchers** count reflects the total number of valid vouchers currently available in your **Wallet** that have not been redeemed, used, or expired.

9. I have not used my physical voucher yet. Is it included in the Active Vouchers count?

No. The “Active Vouchers” count only reflects vouchers tracked within the **Vouchers** platform. Physical vouchers are not tracked for usage and are therefore not included in the count.

10. Will I receive updates about my vouchers?

Yes. Be sure to check Vouchers platform regularly for notifications that may be sent for the following:

- New voucher deals
- Expiring vouchers
- Transaction receipts
- Other important updates

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03 Happy Birthday from SAFRA Vouchers (Available from Dec 2026)

11. How do I claim my 'Happy Birthday from SAFRA' voucher?

During your birthday month:

1. Go to **Catalogue > Claim Vouchers**.
2. Select the birthday voucher.
3. Choose a club that you would like to claim and use the birthday voucher at.
4. Claim the voucher.

12. When can I claim the 'Happy Birthday from SAFRA' voucher?

The voucher can be claimed during your birthday month, subject to availability and the voucher's applicable terms and conditions.

13. Is there a limit to how many 'Happy Birthday from SAFRA' voucher I can claim?

Redemption is limited to 1 'Happy Birthday from SAFRA' voucher per valid SAFRA member across all 7 SAFRA Clubs and SAFRA@29 Carpenter Street and on first-come, first-served, while stocks last basis.

14. I have claimed the 'Happy Birthday from SAFRA' voucher, where can I locate it?

After claiming the voucher, navigate to **Wallet > Active** to view and access your **'Happy Birthday from SAFRA'** voucher.

15. I received the 'Happy Birthday from SAFRA' voucher, when does it expire?

'Happy Birthday from SAFRA' voucher is valid for use till the last day of the issued month. For example, if a birthday voucher is issued during your birthday month in December, it will be valid for use from **1 to 31 December 2026**. Strictly no extension of expired vouchers is allowed.

16. Is there a minimum spend to use the 'Happy Birthday from SAFRA' voucher?

Yes. A minimum spend of **$10 in a single receipt**, before GST, service charges, and discounts, is required to redeem the SAFRA birthday voucher. No change will be given, and any unused balance cannot be refunded or exchanged for cash or credit.

17. I wish to read up more about 'Happy Birthday from SAFRA' voucher, where can I find out more details?

For more details regarding **'Happy Birthday from SAFRA'** voucher, visit https://www.safra.sg/promotions/happy-birthday-from-safra.

18. Where can I find the full list of participating outlets that accepts the SAFRA birthday voucher?

For full list of participating outlets and details, visit https://www.safra.sg/promotions/happy-birthday-from-safra.

04 Claiming & Redeeming Vouchers

19. Can I use a voucher immediately after claiming it?

Yes. Some vouchers can be redeemed/used immediately by selecting 'Use Voucher' and presenting the voucher to the participating merchant. Check the respective voucher Terms & Conditions for details.

20. Can I claim a voucher now and use it later?

Yes. Depending on the voucher Terms & Conditions, some vouchers can be claimed first and stored in **Wallet** to be used later, provided that the voucher has not expired. Check the respective voucher Terms & Conditions for details.

21. Where can I find vouchers that I have claimed?

If the voucher has not expired, go to **Wallet > Active** to view your available vouchers.

22. Why am I unable to claim a voucher?

Possible reasons include:

- Claim limit has been reached
- Voucher campaign has ended
- Membership eligibility requirements are not met
- Voucher stock has been fully claimed

For assistance, email **membership@safra.sg**. Kindly allow **3 to 5 working days** for us to review and respond to your request.

23. What happens if I accidentally exit SAFRA app before using a voucher?

Your claimed voucher will remain in **Wallet > Active**, provided it has not expired. Simply return to the voucher from your Wallet when you are ready to complete the redemption.

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05 Voucher Redemption

24. How do I use the voucher that was successfully claimed from Catalogue?

Open the voucher in **Wallet**, select '**Use Voucher**' and follow the redemption instructions shown.

25. What are the various methods of redemption?

Depending on the voucher terms:

- Voucher code
- Redemption URL/link
- QR code
- Barcode
- Merchant code

Do be sure to check the voucher Terms & Conditions before proceeding.

26. Why does my voucher look different from another member's voucher?

Different merchants may use different redemption methods, such as a QR code, barcode or redemption code.

27. Do I need internet access to redeem my voucher?

Yes. For a smoother experience, we recommend using your mobile data when accessing and redeeming vouchers. Public Wi-Fi networks may experience slower loading speeds, which could affect the display of voucher details, QR codes or redemption codes.

28. Why must I select 'Mark as Used'?

Marking a voucher as used helps you keep track of digital vouchers that have already been redeemed.

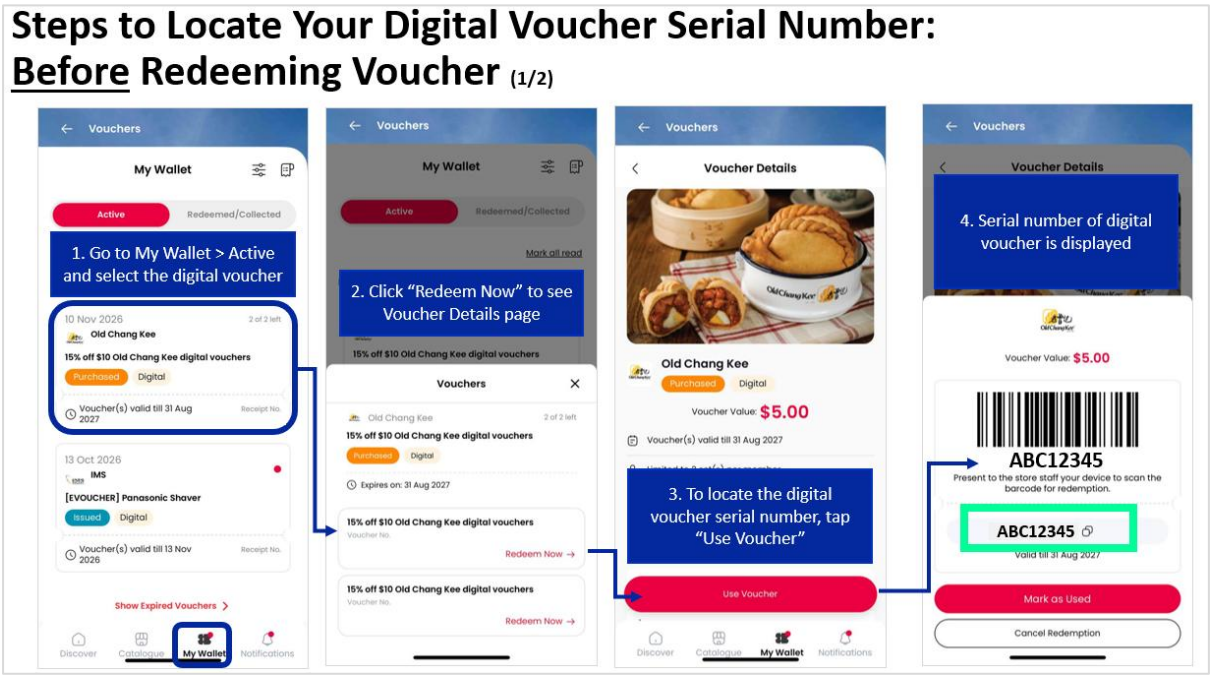
29. What happens if I forget to mark my voucher as used?

The voucher may continue to appear as **Active** in your **Wallet** until its status is updated. If the voucher has already been redeemed, the merchant's system will reflect this even if the voucher still appears under **Active** in your **Wallet**. Simply ensure that you update the voucher status in your **Wallet** promptly for a more accurate record of your voucher usage.

30. I purchased a digital voucher and I need the voucher serial number. How can I locate it?

You may refer to the User Guide or follow the steps below:

1. Go to **My Wallet** > **Active** and select the digital voucher
2. Ensure that the Voucher Details section is displayed
3. Tap "Use Voucher" to view the voucher serial number



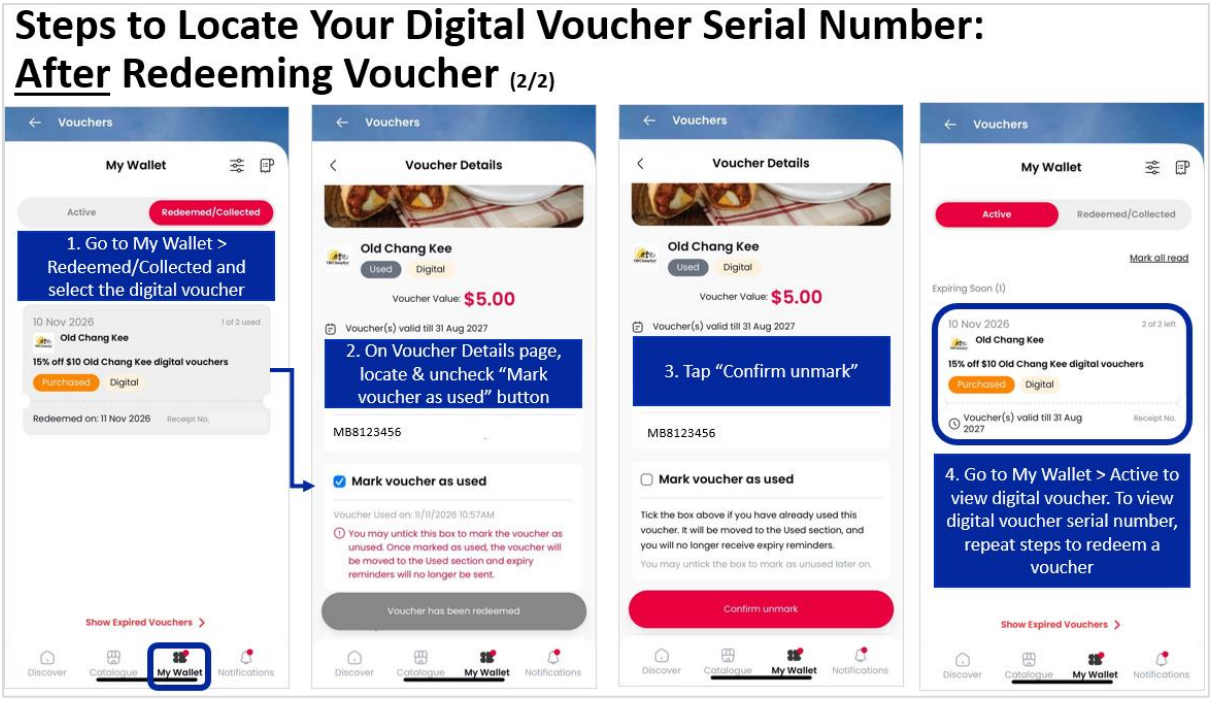
Information accurate at time of circulation.

31. I accidentally marked my digital voucher as used. Where can I find my voucher serial number?

If your digital voucher has been marked as used, uncheck the "Mark voucher as used" status temporarily.

Follow these steps that will allow you to view the voucher serial number in the voucher details or refer to User Guide:

1. Go to **My Wallet** > **Redeemed/Collected** to locate digital voucher
2. Once you enter “Voucher Details” page, locate & uncheck “Mark voucher as used” button
3. Tap “Confirm unmark” for the digital voucher to return to **My Wallet > Active**
4. Go to **My Wallet > Active** to view digital voucher. Proceed to repeat steps stated in Pt. 30



32. I accidentally marked my digital voucher as used. Can I unmark it?

Yes, you can. Follow steps in Pt. 31.

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06 Purchasing Vouchers

33. How do I purchase a voucher?

For detailed step-by-step instructions on purchasing a voucher, refer to the User Guide.

34. How long will my cart reservation be held?

Users have **up to 15 minutes** to complete the transaction, including making payment. If the transaction is not completed within this period, the voucher will be removed from your **Cart** and released back into the available inventory. As vouchers are offered on a **first-come, first-served and while stocks last basis**, availability cannot be guaranteed once the timer expires.

35. How do I differentiate between a Physical and Digital voucher sale?

Digital deals are marked with an orange '**Digital**' icon, and the voucher type is stated in the deal Description and Terms & Conditions. For digital vouchers, there is also no clubhouse selection required during purchase.

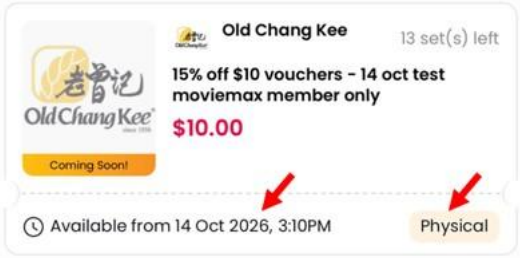


36. I noticed that someone else received a different voucher price. How do I know which is applicable to me?

The system will accord the price according to your membership type. SAFRA member rate applies to all eligible SAFRA members. SAFRA MovieMax member rate applies to SAFRA members who have joined MovieMax Interest Group (2-year membership at $30; more details **here**).

37. Does every voucher sale commence at the same time?

No. Voucher sales may begin at different dates and times depending on the promotion. For upcoming sales, the **estimated sale start date and time** will be displayed on the voucher thumbnail for your reference. As sale schedules may be adjusted from time to time, we recommend checking the listing regularly for the latest updates.



38. Can I purchase multiple quantities of the same voucher?

Each SAFRA member is entitled to purchase a limited quantity. Refer to the 'Description' and/or 'Terms & Conditions' of each of the respective deal for more details

39. Where can I view my purchased vouchers?

Go to **Wallet > Active**.

40. Can I cancel, exchange or refund a voucher purchase?

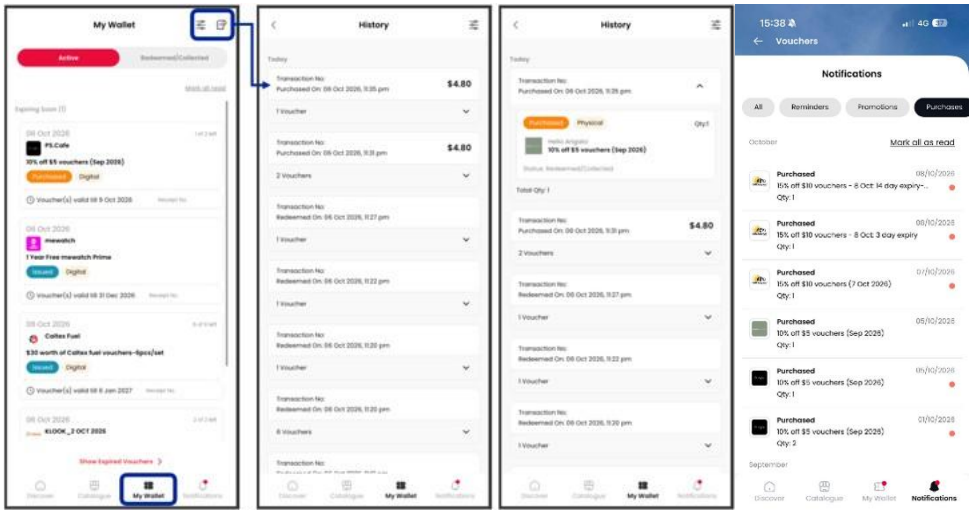
All vouchers purchased, claimed or redeemed through the platform are strictly **non-refundable, non-exchangeable and non-transferable**. Once a voucher has been successfully claimed or purchased, it cannot be cancelled, replaced, re-issued or redeemed for cash. This includes vouchers that are lost, damaged, defaced, expired, voided, or unused. We encourage you to review the voucher details and Terms & Conditions carefully before completing your transaction.

41. I have successfully made payment but did not receive a receipt via email. What should I do?

You can view your purchase and receipt details in <Vouchers> via:
• **My Wallet** → Tap the receipt icon at the top right corner.
• **Notifications** → Purchases.

If you cannot find the email receipt, check your Junk or Spam folder and add voucher-notifications@dvs.safra.sg to your safe sender list.

Your purchase record and receipt will remain accessible in the app. If you still require assistance, email mbactivity@safra.sg. Please allow 3 to 5 working days for a response.



42. I selected the wrong 'Location' to collect my physical vouchers. What should I do?

Collection locations cannot be changed after a purchase is completed.

If you need to change the collection location, a **$5 administrative fee** applies. Requests are subject to approval, and the transfer process may take 7 to 14 working days.

For assistance, email mbactivity@safra.sg. Please allow 3 to 5 working days for a response.

43. What happens if my purchase amount is lower or higher than the voucher value?

Vouchers are valid for a single transaction only and must be presented before payment. Any unused balance will be forfeited, while any amount exceeding the voucher value must be paid by the customer. Merchant-specific terms and conditions apply.

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07 Physical Voucher Collection

44. How do I know if my physical voucher is ready for collection?

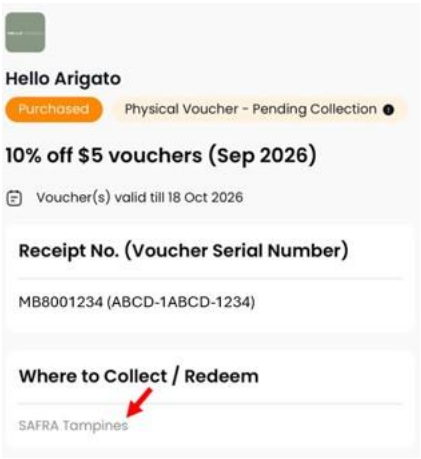
The voucher will appear under **Wallet** with a status '**Pending Collection**'. Once collected, the transaction will update the collection date and will be moved to **Redeemed/Collected** in **Wallet**.





45. Where can I collect my physical voucher?

Go to **Wallet > Active** and select the voucher transaction to view the "Location" selected during your purchase.



46. What do I need to show when collecting my physical voucher at the Customer Service Counter?

- Present the voucher screen for verification and collection.
- Present your SAFRA Membership card or e-card/SAFRA DBS card in person to facilitate collection of your purchase.

Important Note Physical voucher purchases must be collected in person within **15 days from Purchase Date*** at the Customer Service Counter of the SAFRA Club selected. The counter operates from 9am to 9pm daily except on the Eve of, 1st and 2nd day of Chinese New Year.

*An administrative fee of $5 will apply for late collection after 15 days from Purchase Date. An additional $5 administrative fee will apply for any subsequent request to change the "Location".

How to count 15 days from Purchase Date?
Purchase Date: 1 Aug
Day 1: 2 Aug
Collect by Day 15: 16 Aug

47. How do I know if my voucher has been collected?

The collection date will be reflected under the **Redeemed/Collected** tab after collection. If it has not been collected, you will receive up to 2 in-app notifications and 2 reminder emails on the 5th and/or 10th day from Purchase Date.

48. Why am I required to sign an acknowledgment form at point of collection at the Club?

Your acknowledgment is required as it ensures that you have checked the following:

• Physical vouchers are correctly issued in good condition.

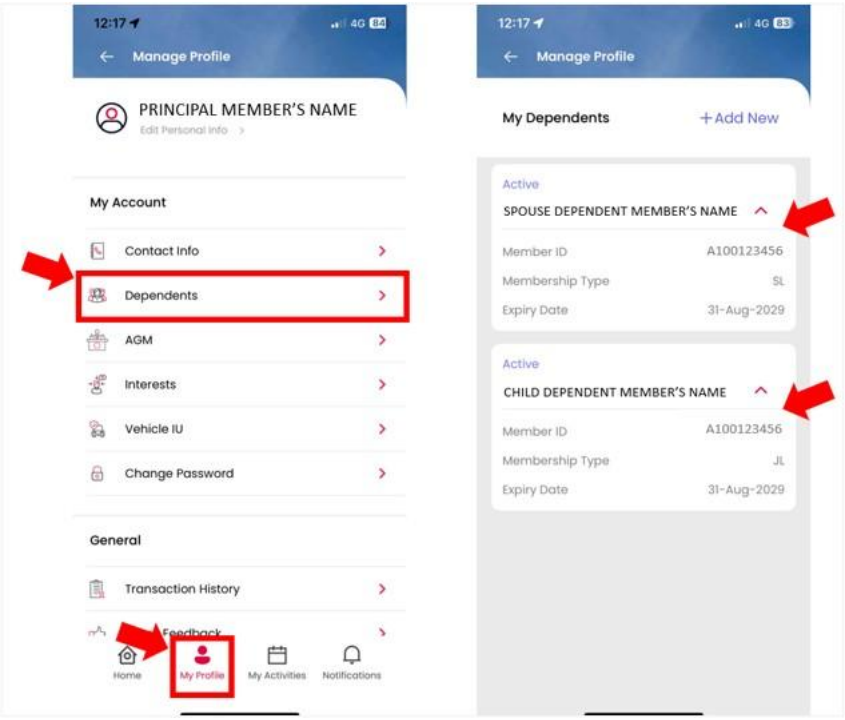
• Expiry date on the physical voucher is stamped, and you acknowledge that strictly no extension, no refunds, non-transferable, and cannot be cancelled, replaced or re-issued if lost, defaced, damaged, expired and/or voided.

49. I am unable to personally collect my voucher purchase; can I arrange for someone to collect on my behalf?

Yes, you can. You can arrange for a proxy/authorised personnel and he/she will need to present the following documents during collection:

- A clear visual of your valid SAFRA card or e-card for sighting only.
- A clear visual of receipt of the purchase for sighting only.
- A signed copy of Letter of Authorisation that will be retained for tallying purpose (download **here**).

Note: If a Principal member is collecting on behalf of a Spouse Dependent member, Spouse' e-card is not required — **provided** the Principal member can access the Spouse Dependent's member ID via his own account in the SAFRA app under My Profile > Dependents (see screenshot below). If this setup has not been completed, the e-card must be presented instead.

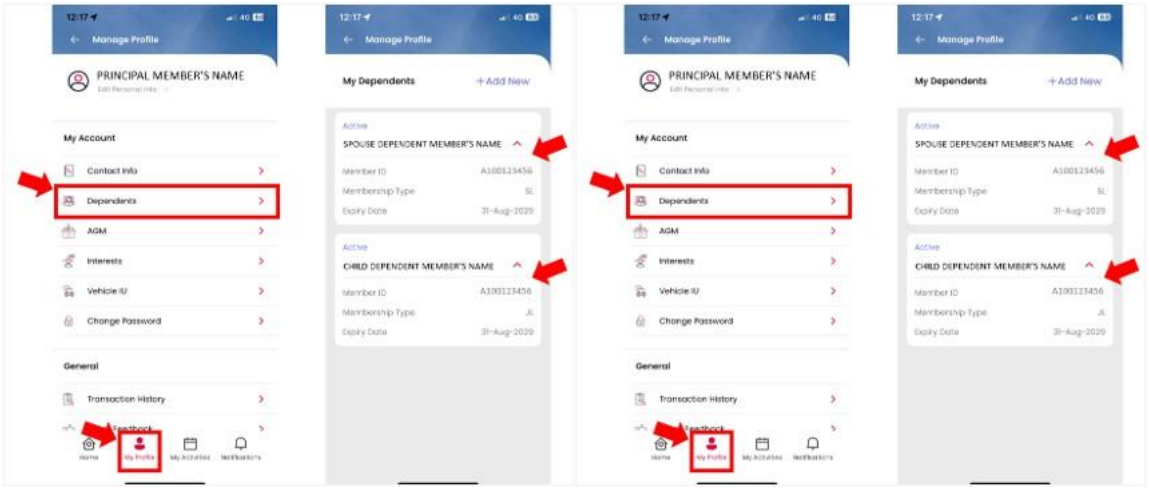


50. I wish to collect physical vouchers on behalf of my Child Dependent member; do I need to present the Letter of Authorisation?

No, you do not need. Simply inform our Customer Service colleagues that you are the parent.

Principal member is required to present the following for **sighting** verification purpose:

- Your Membership card or e-card.
- A clear visual of receipt of the purchase.
- Your Child Dependent's Membership card or e-card.
  Note Principal member can access the Child Dependent's member ID via his own account in the SAFRA app under My Profile > Dependents (see screenshot below). If this setup has not been completed, the e-card must be presented instead.



51. I wish to collect physical vouchers for my Spouse; do I need to present the Letter of Authorisation? What other documents do I need to bring along?

Yes, you need to. For details, refer to Point 46.

52. What happens if I collect my physical voucher purchase after 15 days from Purchase Date? Can I still collect?

Yes, you can collect provided it has not expired. An administrative fee of $5 will apply for late collection and it will be collected during the collection of your physical vouchers at the Customer Service counter.

53. I am unable to collect my physical vouchers within 15 days from Purchase Date. What should I do?

If you are unable to collect within the stipulated period, you may:

1. Arrange for a proxy/authorised person to collect on your behalf (refer to Point 46).
2. Email mbactivity@safra.sg to request a one-time collection extension, subject to SAFRA's review and approval.

Please allow 3 to 5 working days for a response. All requests are subject to approval and SAFRA's final decision.

08 Wallet & Transaction History

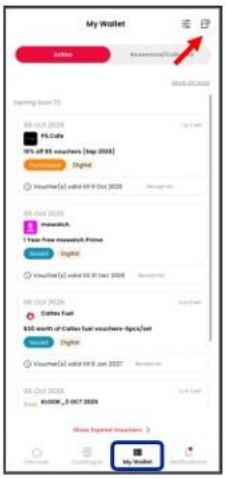
54. What can I view in My Wallet?

You can view:

- Active vouchers
- Redeemed vouchers
- Collected vouchers
- Expired vouchers
- Physical voucher purchases that are pending collection

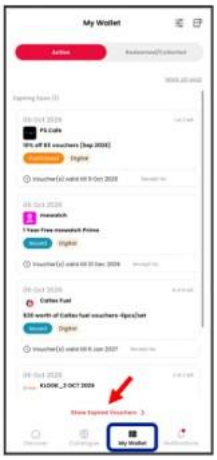
55. How do I view my transaction history?

Under **Wallet**, tap the **receipt icon** to view all your voucher transactions.



56. Can I see expired vouchers?

Yes. Expired vouchers can be viewed within your **Wallet**.



57. Will I receive reminders before my voucher expires?

Claim & Redeem Vouchers – The system will send notifications for vouchers that are nearing expiry. Check **<Notifications>** to stay updated.

Buy Treats & Deals – **Physical** voucher purchases: No reminders will be sent for physical voucher purchases, check your physical voucher for the fixed expiry date. **Digital** voucher purchases: Expiry reminders are not currently available. We recommend checking your **Wallet** regularly for voucher validity dates. This feature may be introduced in a future update.

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09 Troubleshooting

58. I cannot see my claimed or purchased voucher. What should I do?

Try:

- Refreshing the page
- Logging out and logging in again
- Checking **Wallet > Active**
- Ensuring payment or claim was successfully completed

If the issue persists, email membership@safra.sg for assistance. Please allow 3 to 5 working days for a response.

59. The participating merchant is unable to redeem my voucher. What should I do?

Show the voucher details to the outlet staff and ensure the correct redemption method is being used. If the issue remains unresolved, email membership@safra.sg with a screenshot of the voucher. Please allow 3 to 5 working days for a response.

60. My voucher has expired. Can it be extended?

All vouchers purchased, claimed or redeemed through **Vouchers** are strictly **non-refundable, non-exchangeable and non-transferable**. Once a voucher has been successfully claimed or purchased, it **cannot be cancelled, replaced, re-issued or redeemed for cash**. This includes vouchers that are lost, damaged, defaced, expired, voided, or unused. We encourage you to review the voucher details and Terms & Conditions carefully before completing your transaction.

61. Why can't I see a voucher that my friend can see?

Voucher availability may differ based on membership eligibility, promotion criteria, claim limits, or campaign availability.

62. Who can I contact if I need help?

For issues pertaining to your SAFRA membership account or other issues, write in to membership@safra.sg**.** Please allow 3 to 5 working days for a response.