

SAFRA – Vouchers

User Guide for Members

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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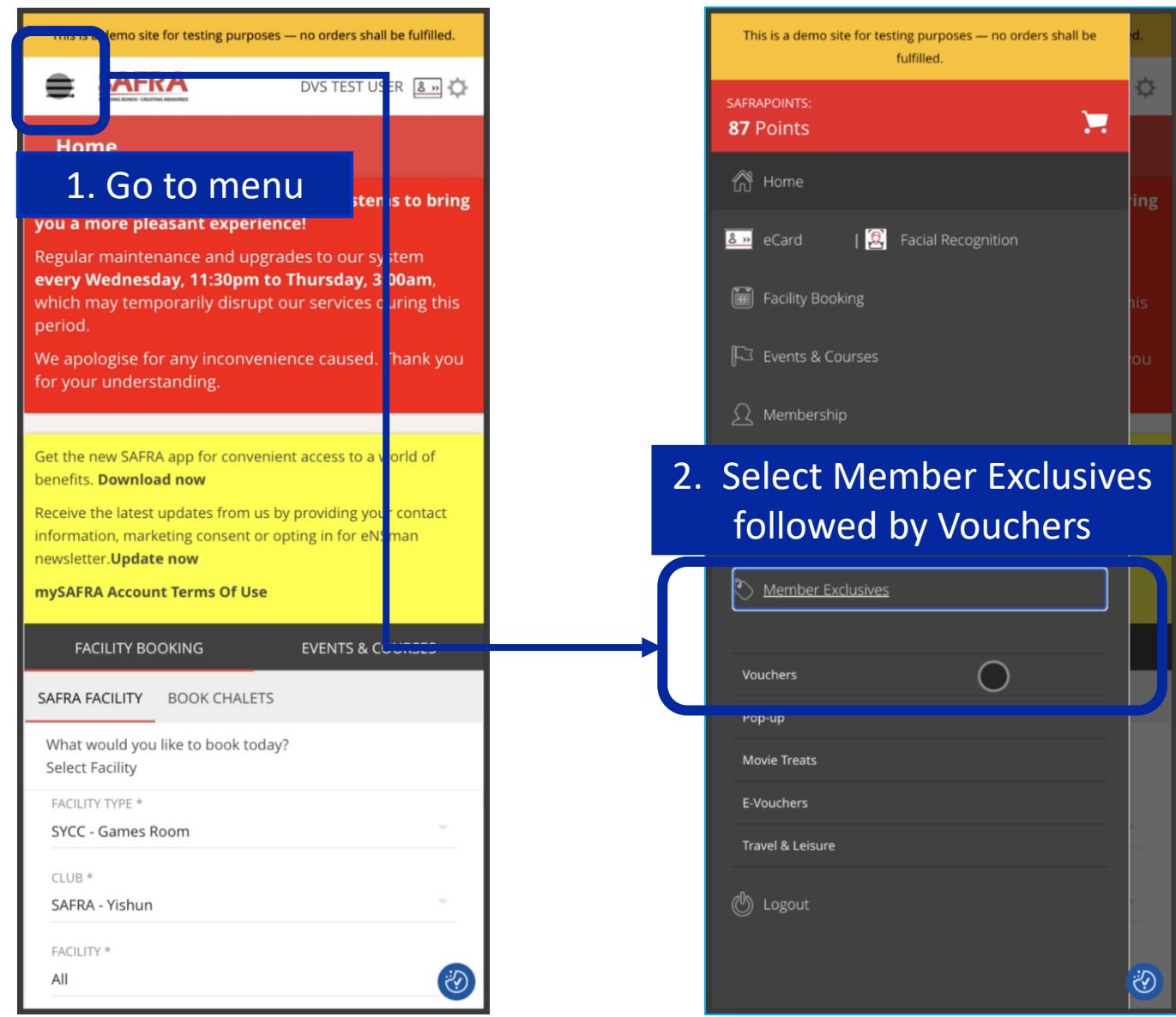
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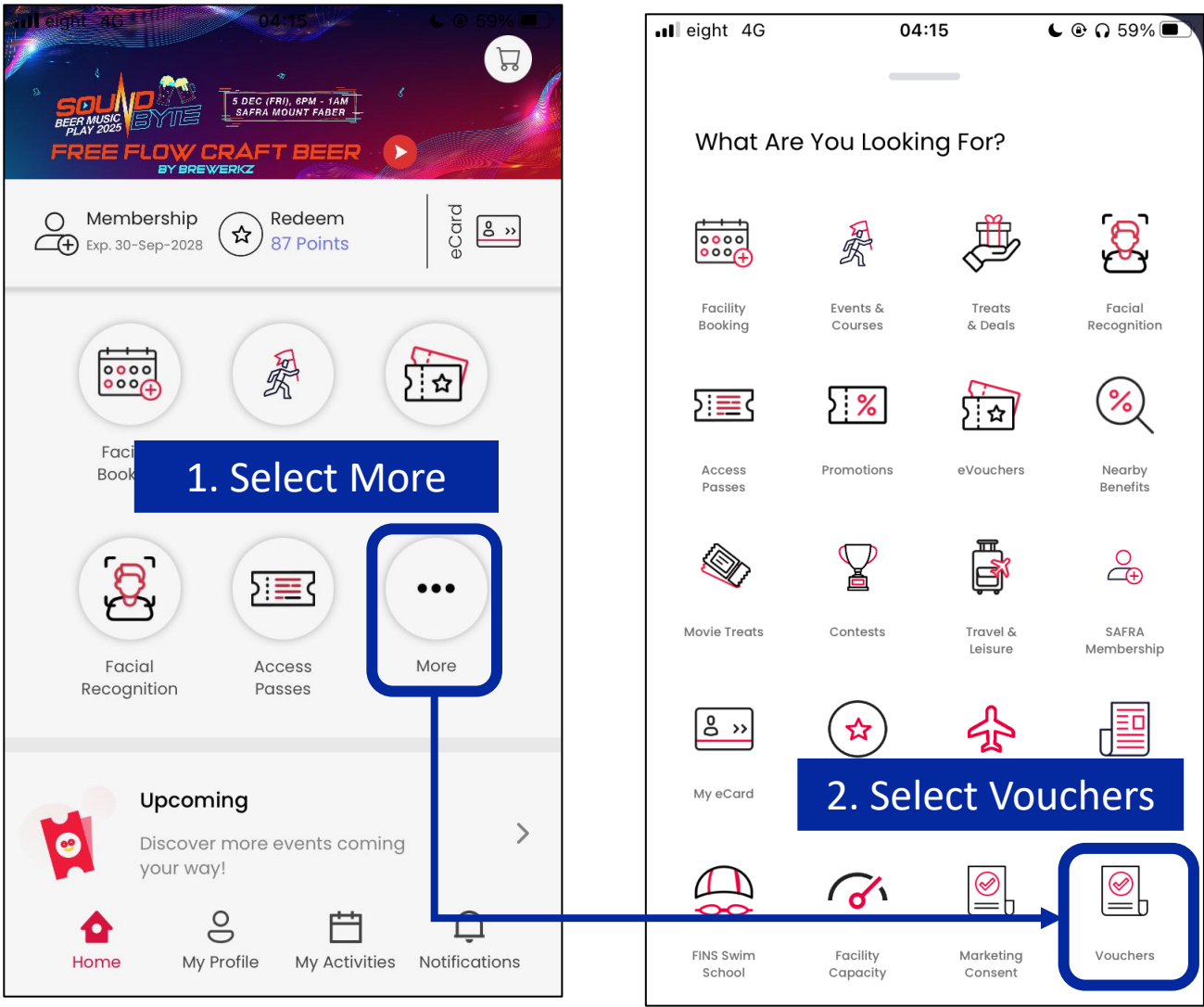
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Access **Vouchers** from m.safra website

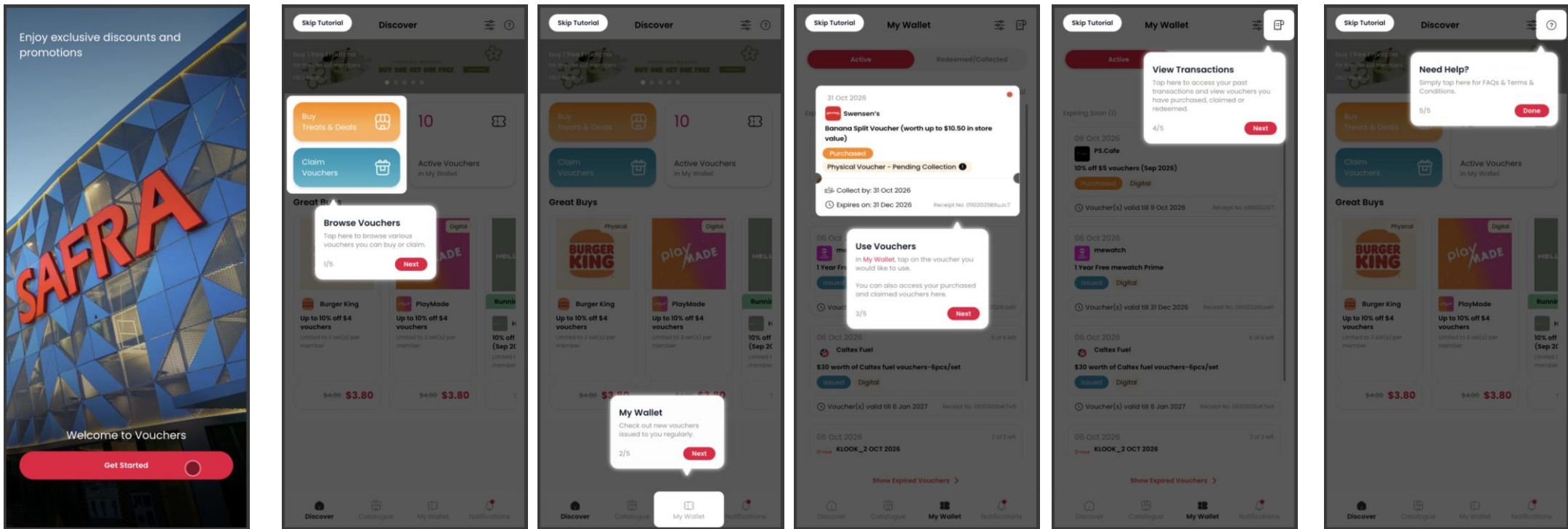


Access Vouchers from SAFRA App



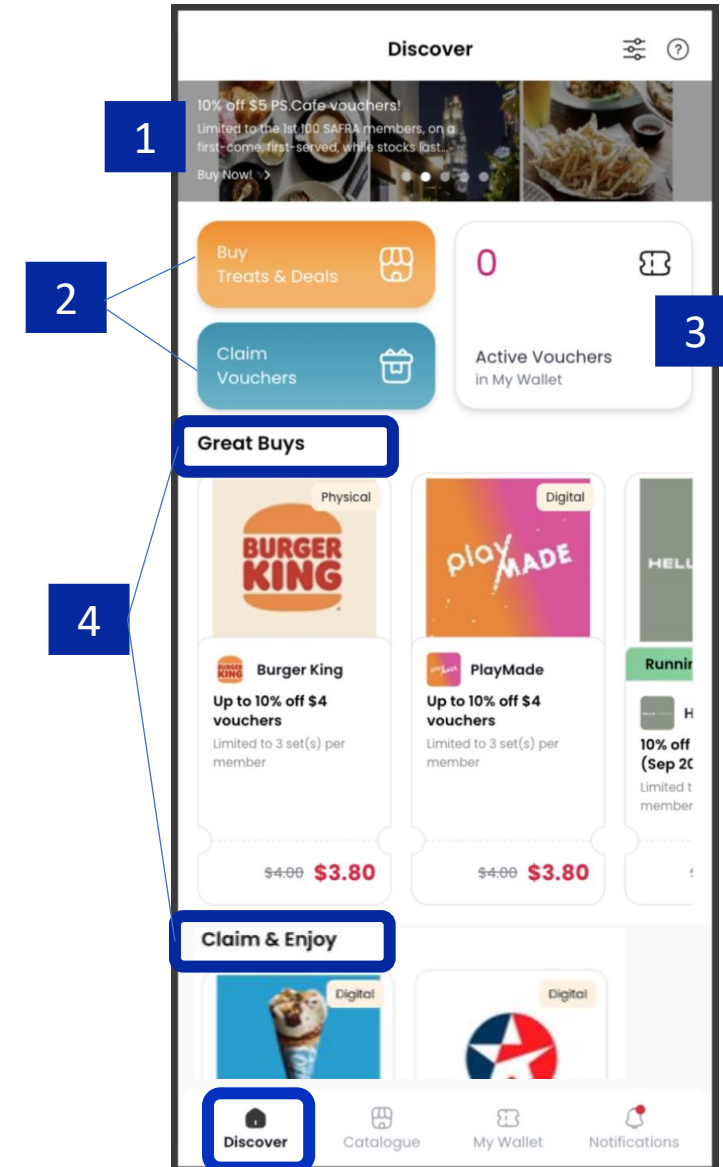
Getting Started

Follow this simple tutorial to navigate Vouchers.



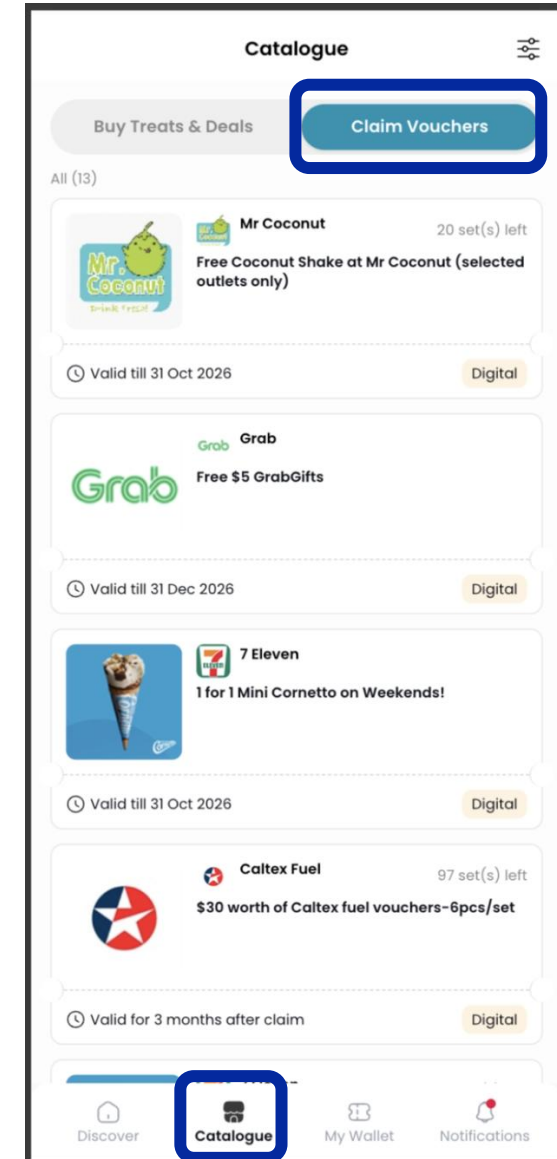
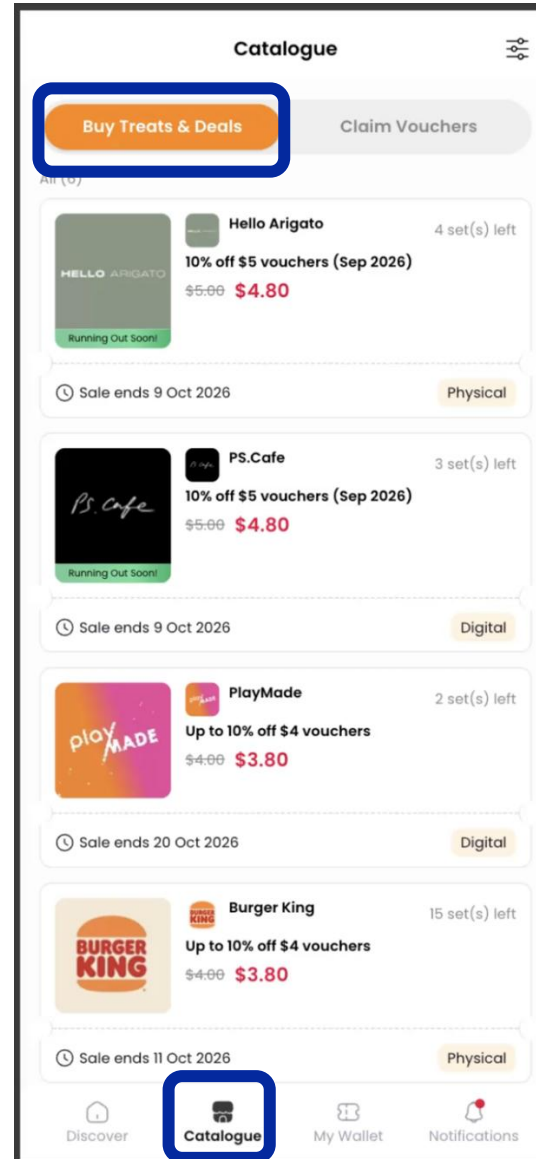
Discover Homepage

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.

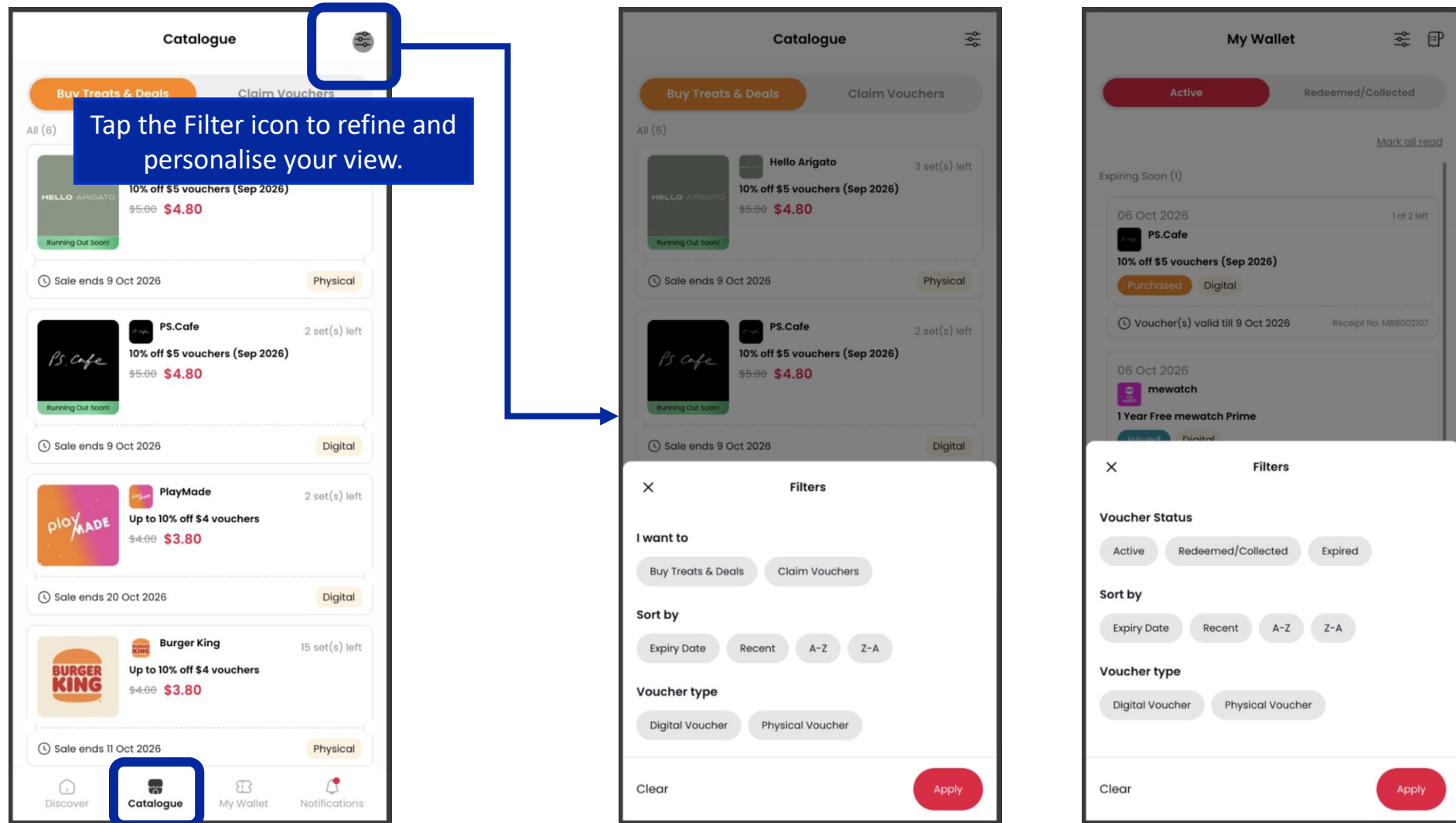


Browse Catalogue

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



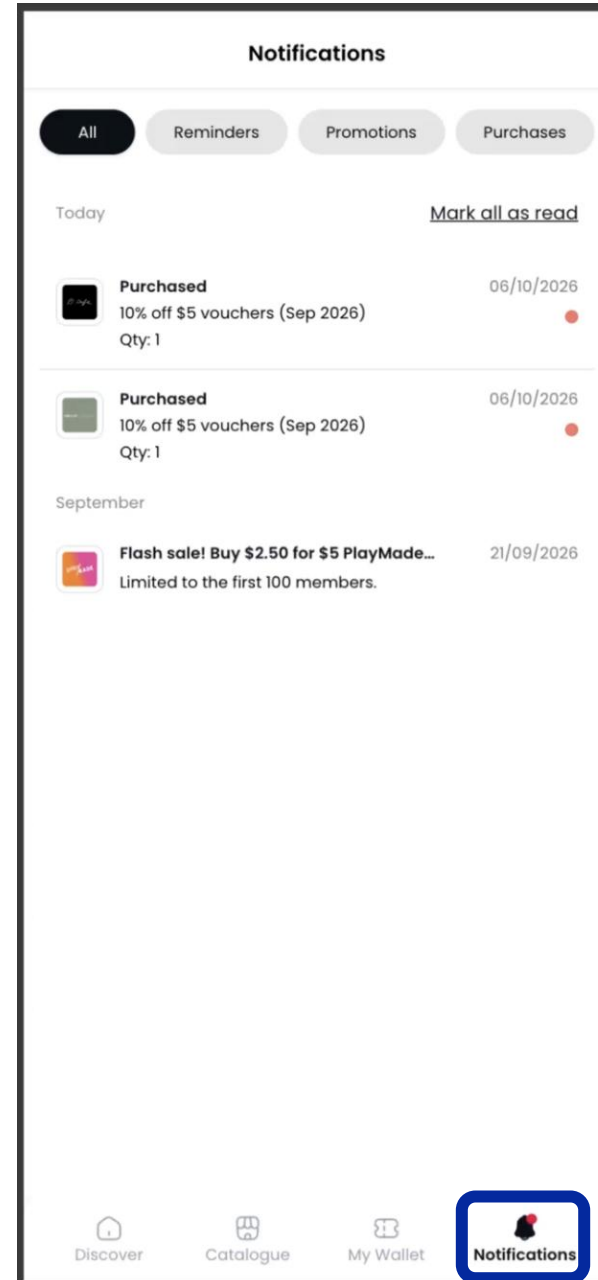
Filter Vouchers to Personalise Your View



Information accurate at time of circulation.

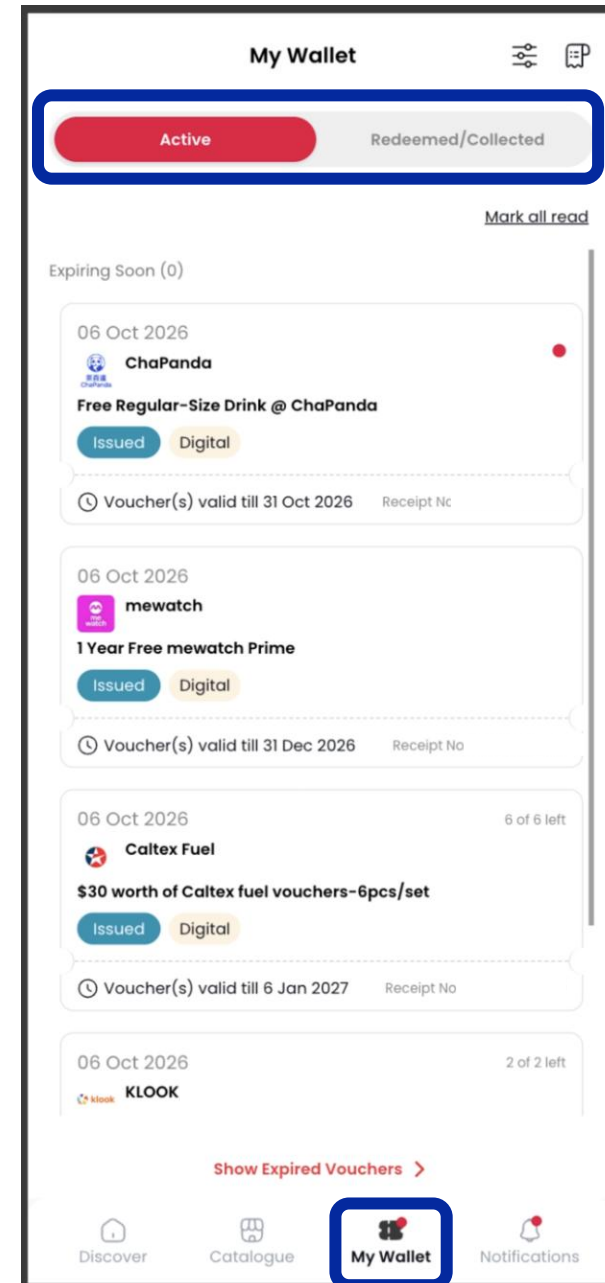
View Notifications

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

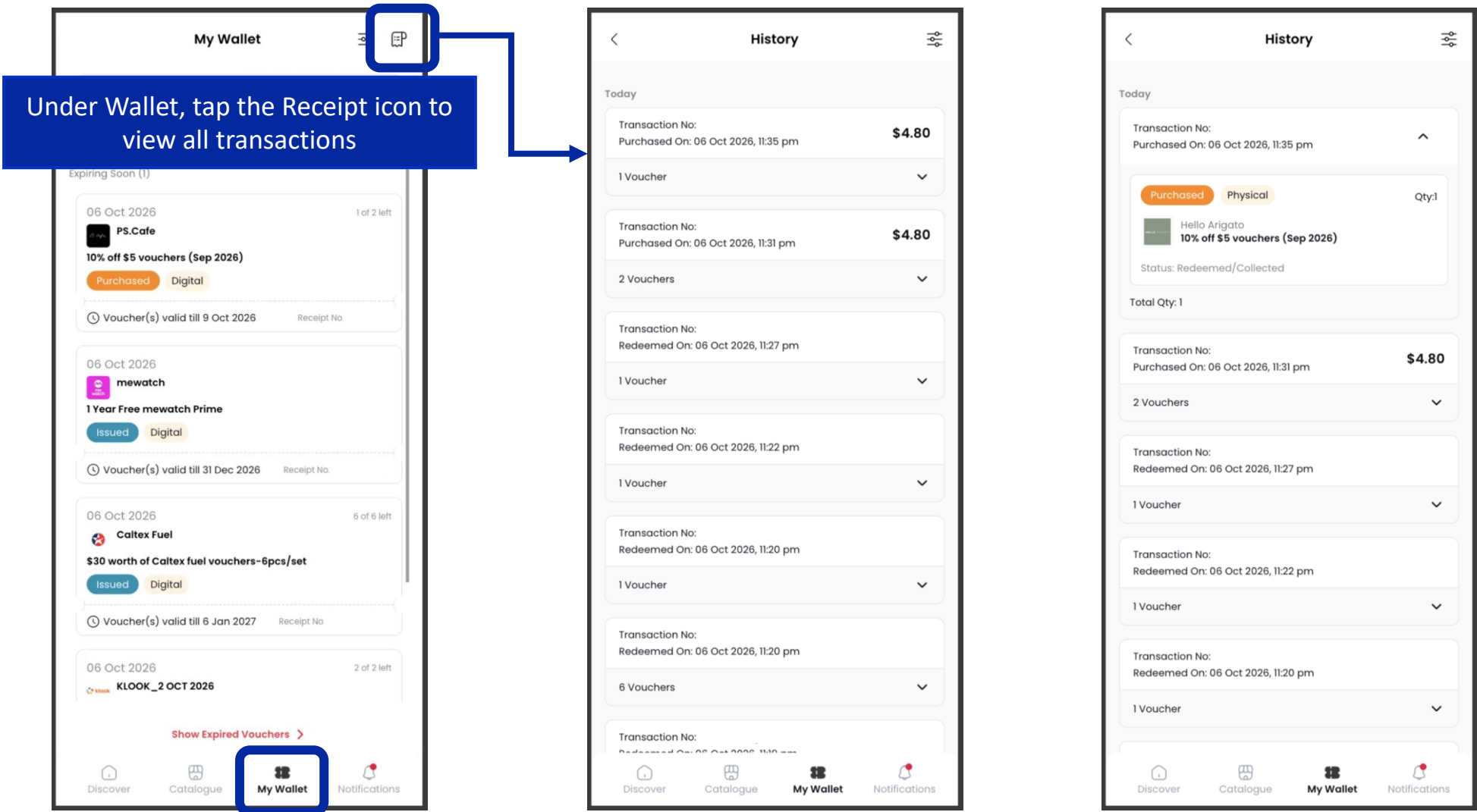


Manage Wallet

- 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.

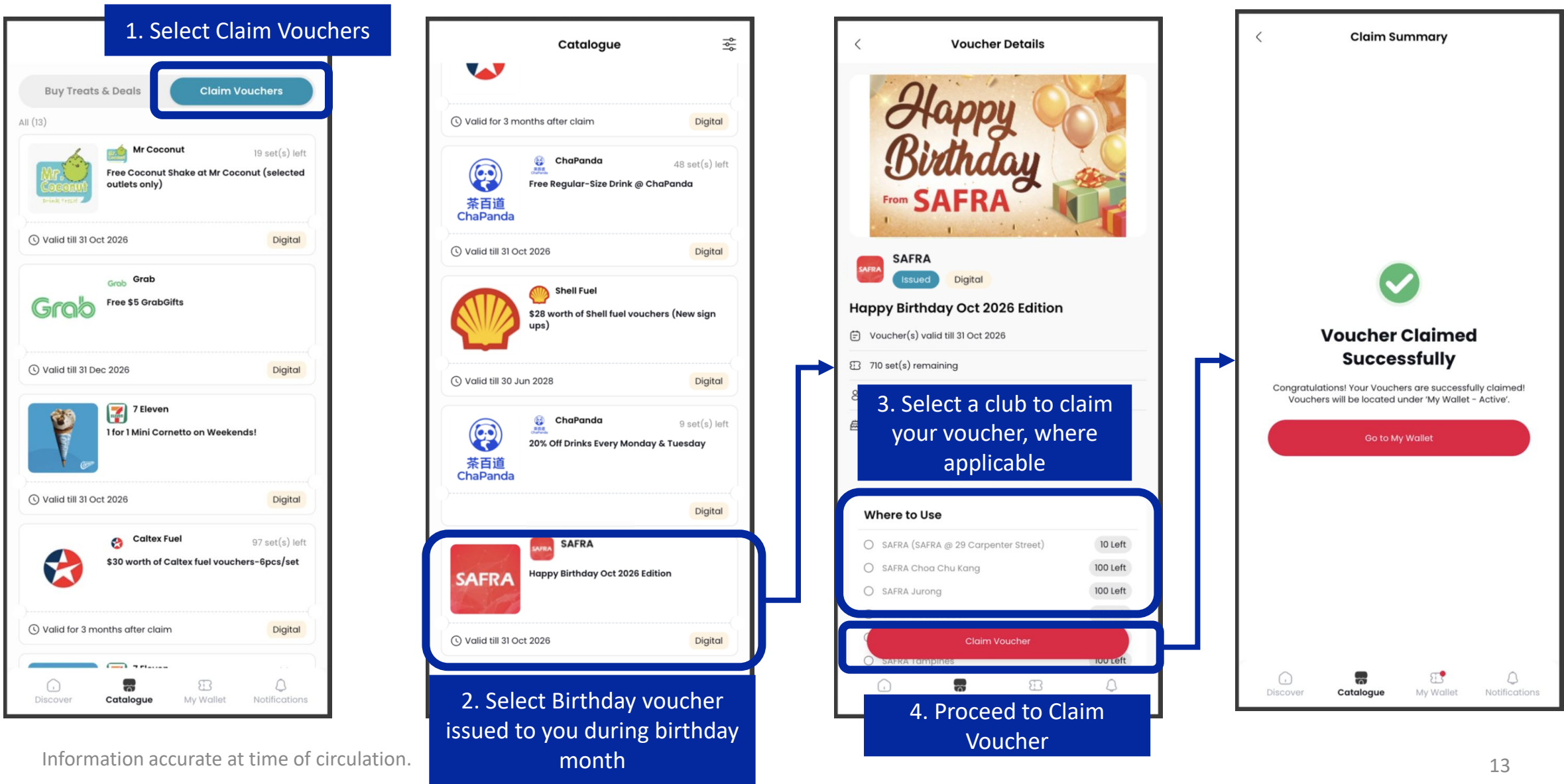


View Transaction History



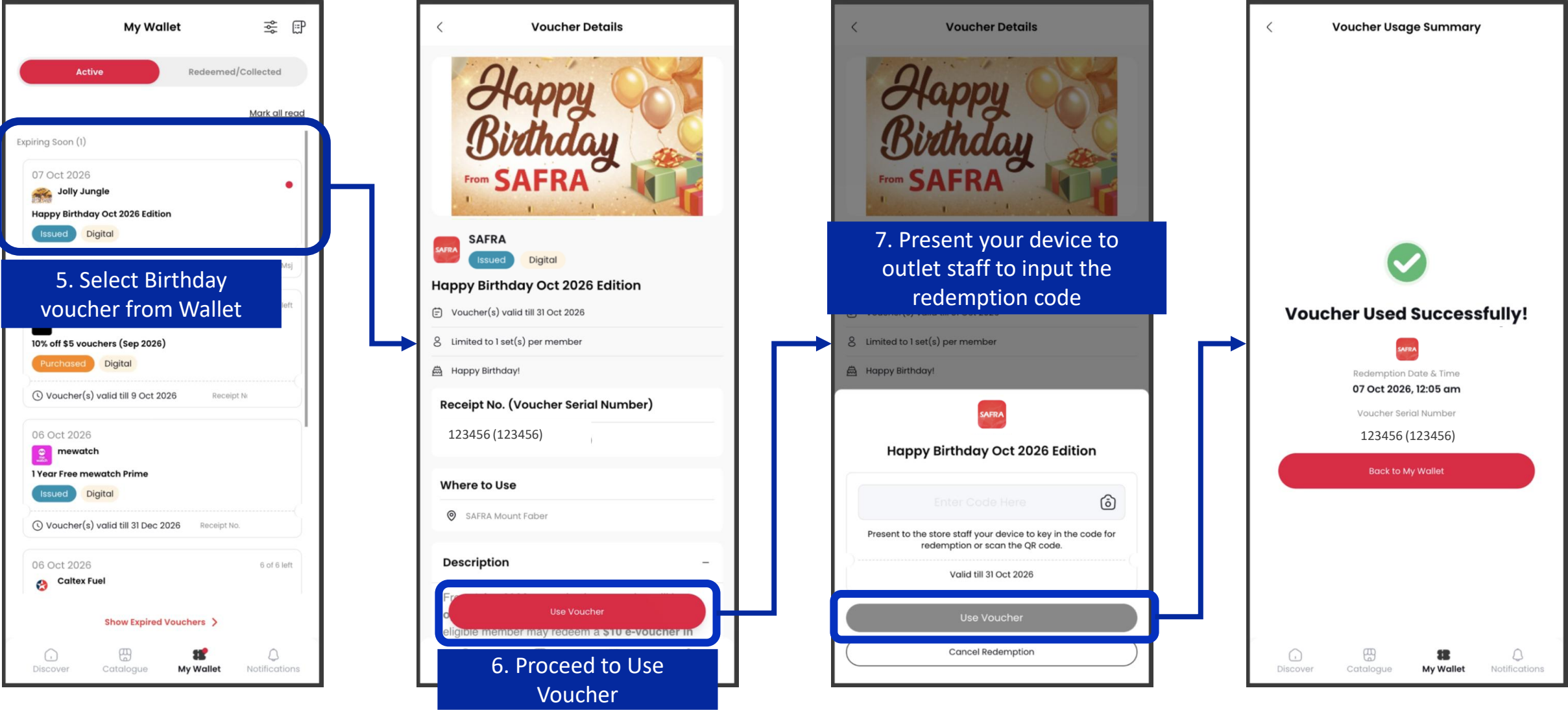
Claim & Use Birthday Voucher On Your Birthday Month (1/2)

Available from Dec 2026



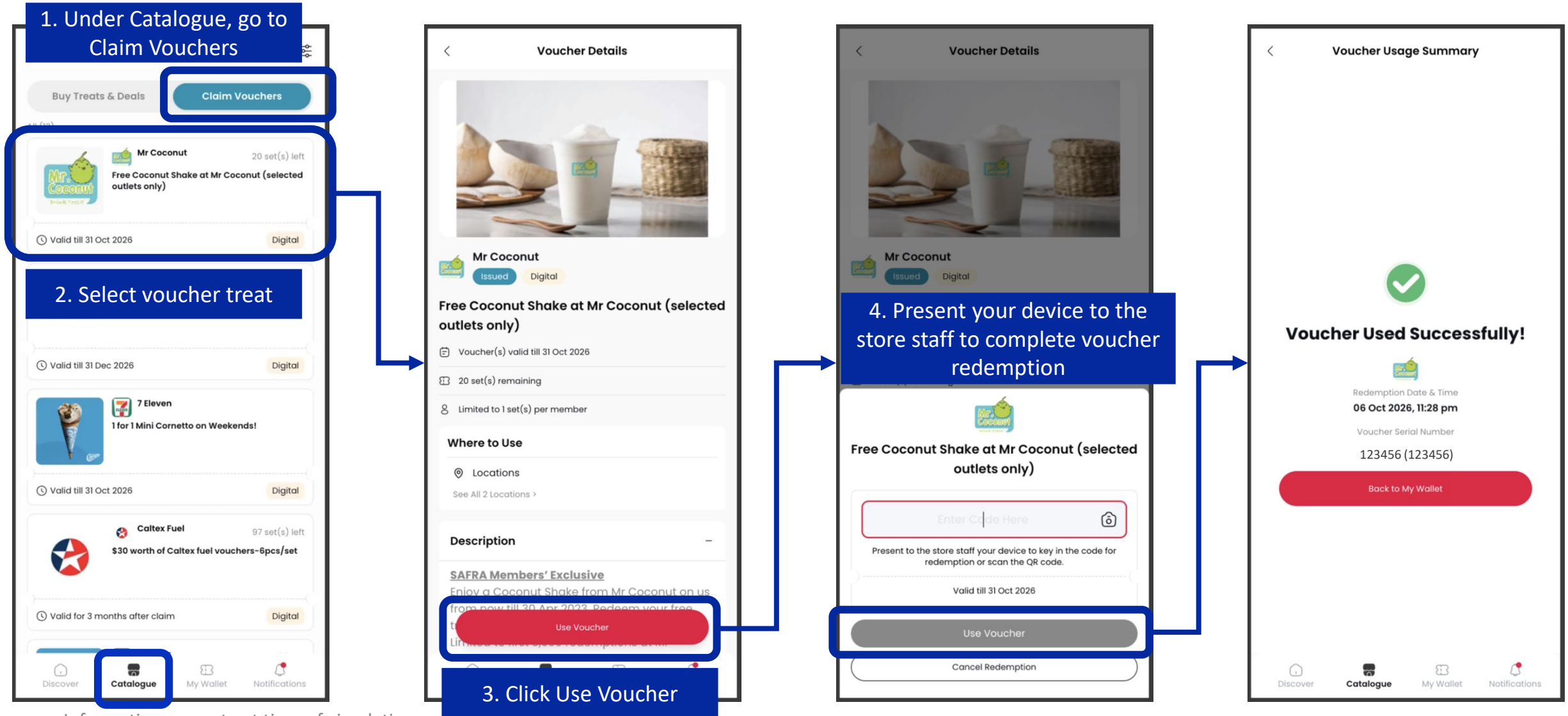
Claim & Use Birthday Voucher On Your Birthday Month (2/2)

Available from Dec 2026



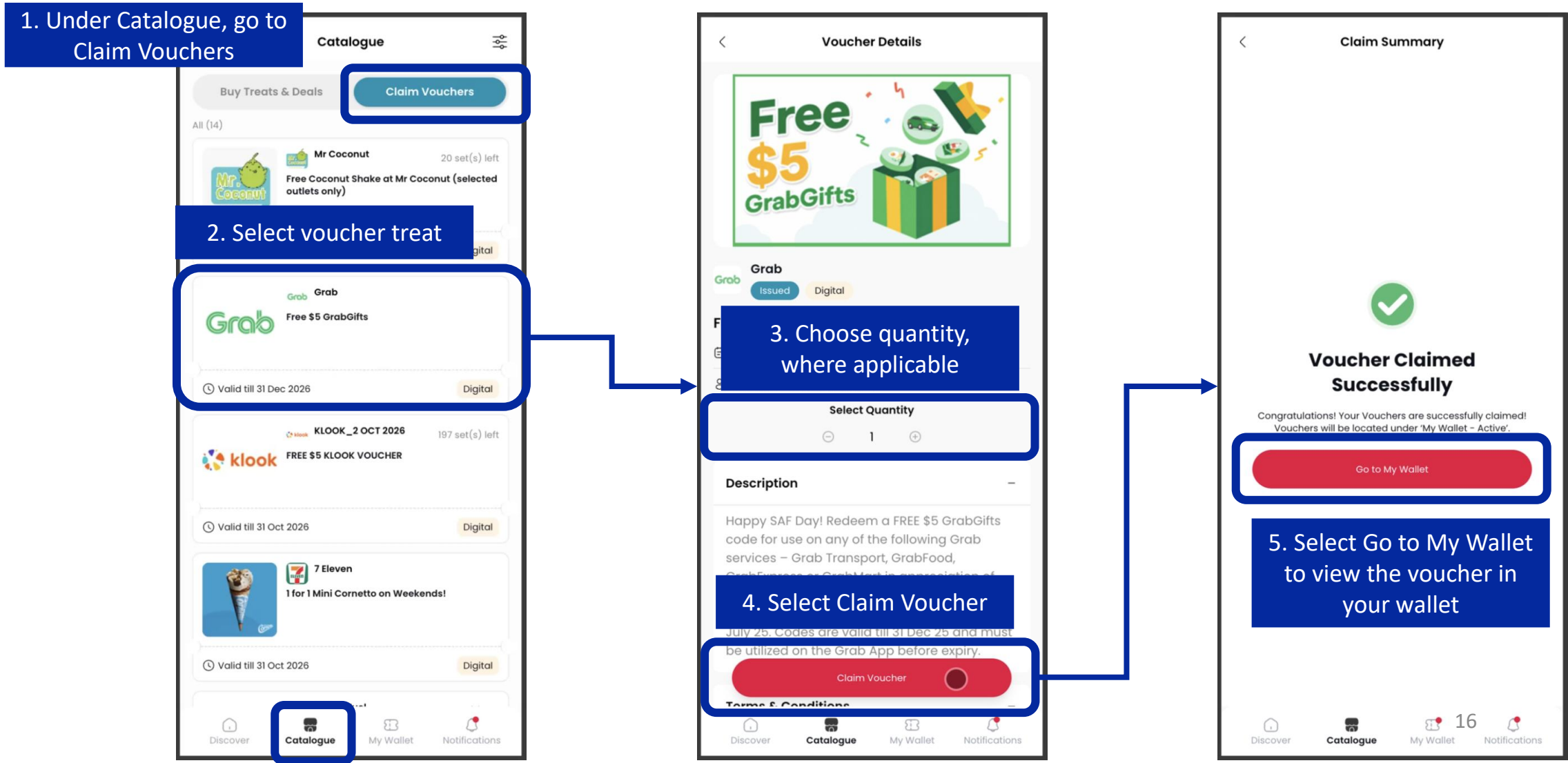
Information accurate at time of circulation.

Redeem & Enjoy a Voucher Treat Instantly



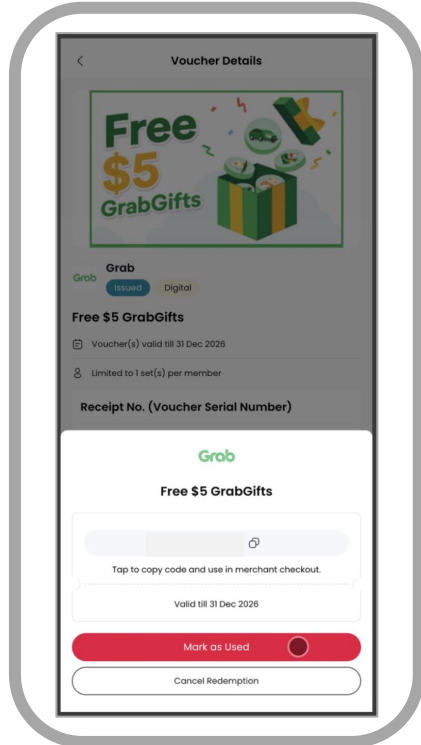
Information accurate at time of circulation.

Claim a Voucher & Save It for Use Later

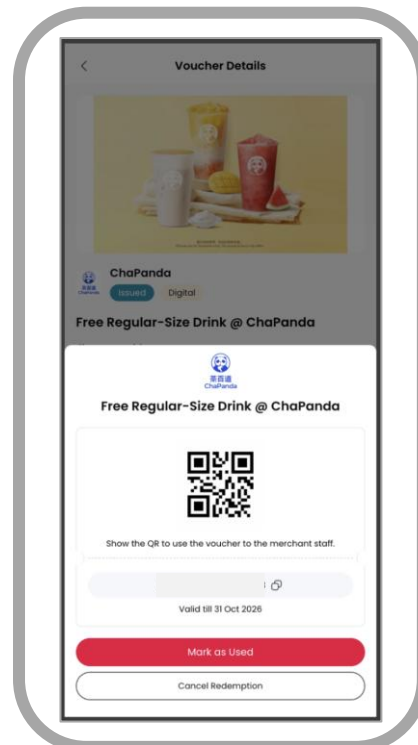


Redemption Methods

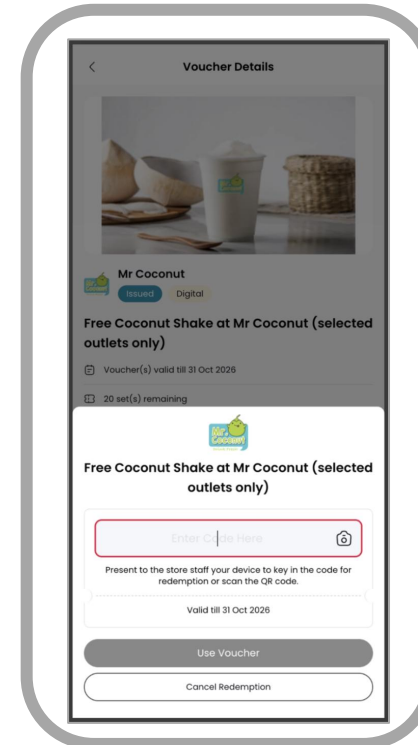
- Redemption method may vary depending on the specific deal.



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

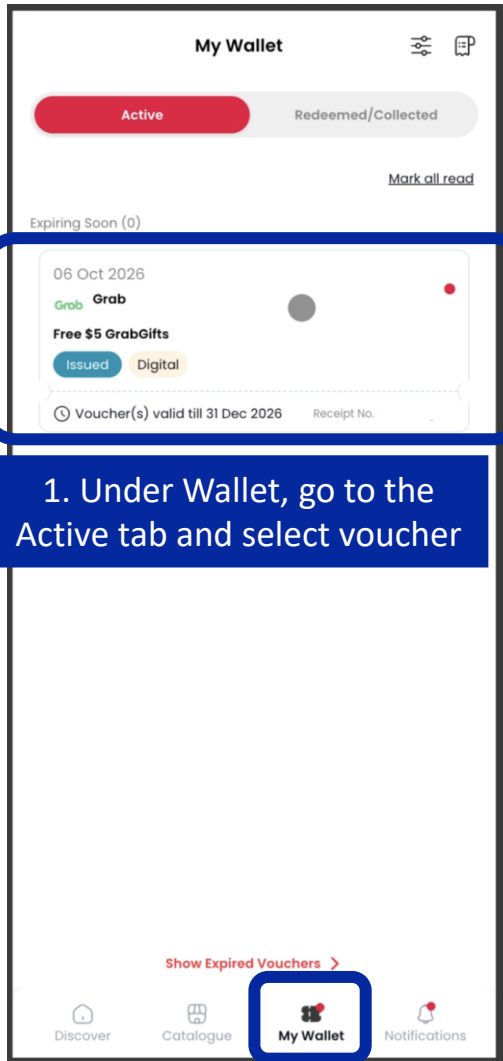


B. Scan QR Code/Barcode
Present this code to store staff.

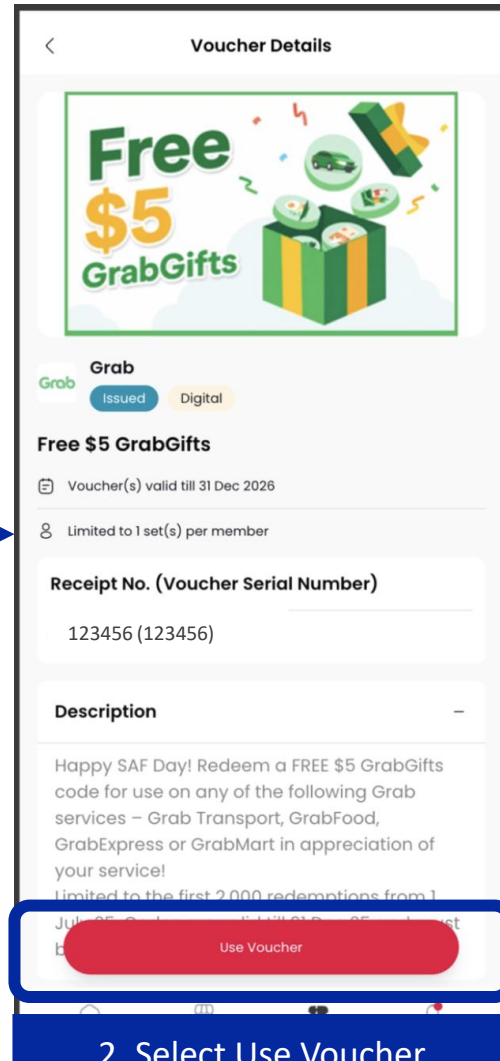


C. Merchant Code
Present your device to the store staff to complete voucher redemption

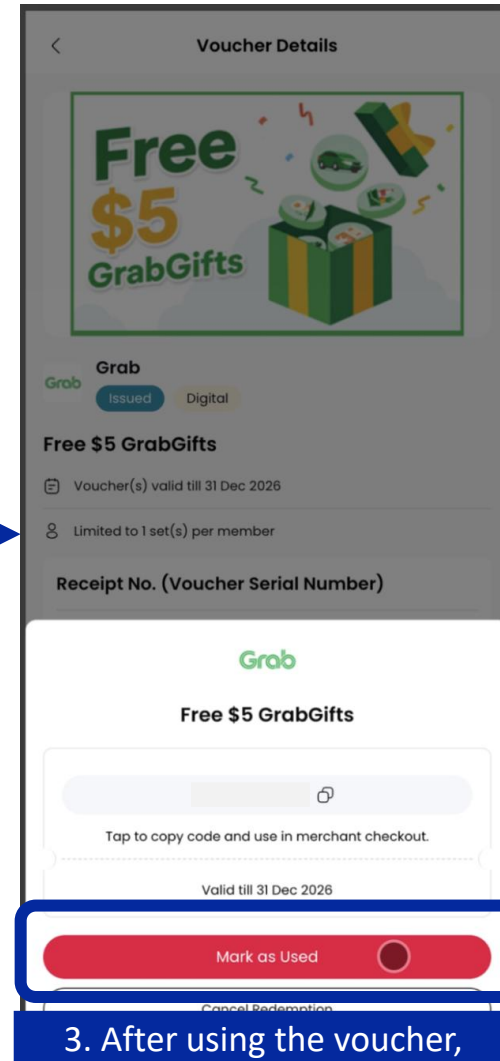
Use Digital Voucher That You Claimed/Received



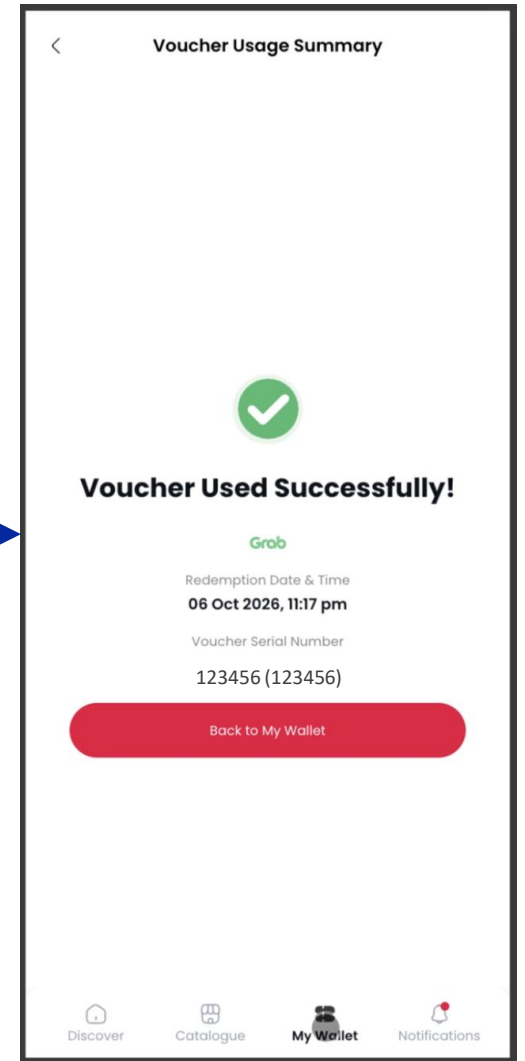
1. Under Wallet, go to the Active tab and select voucher



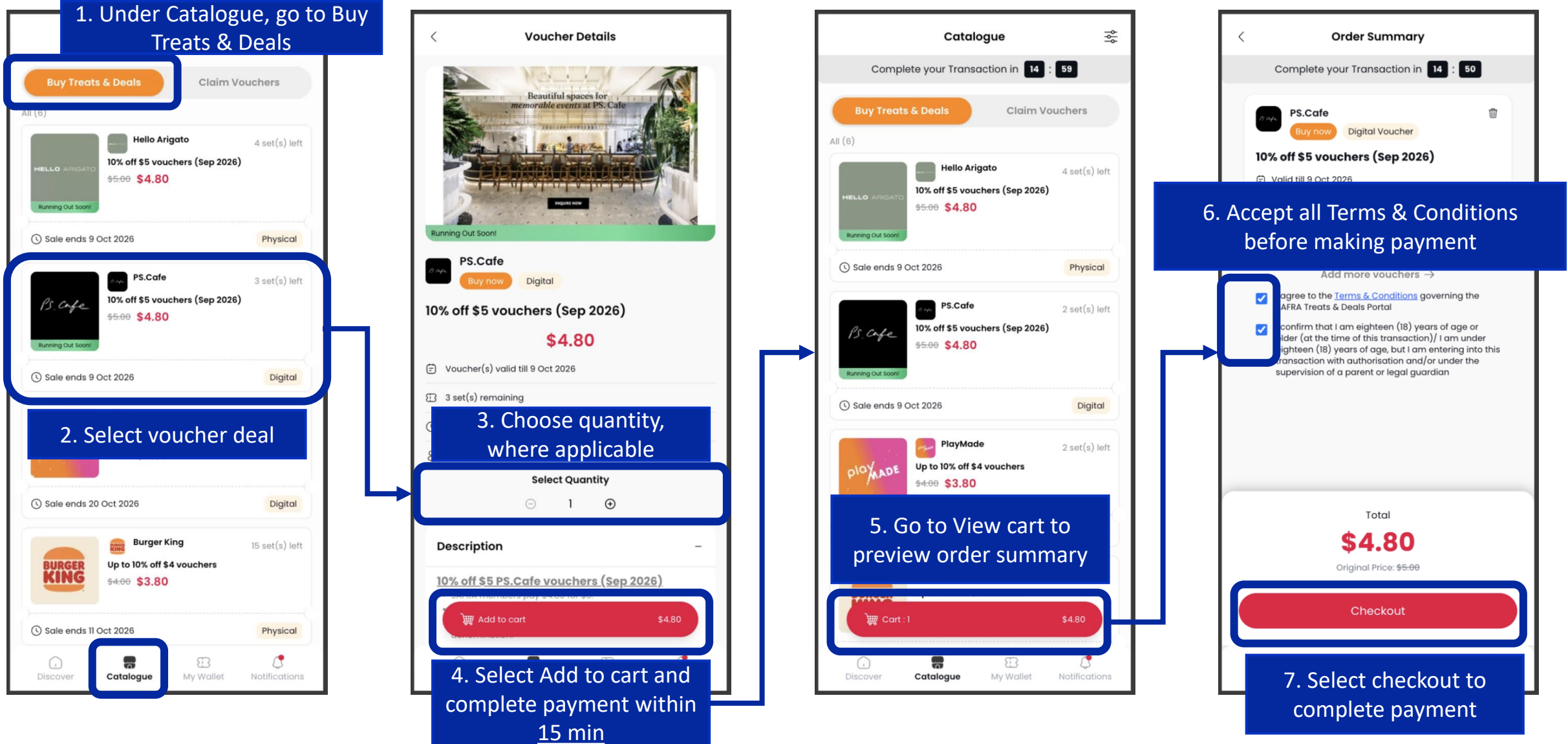
2. Select Use Voucher



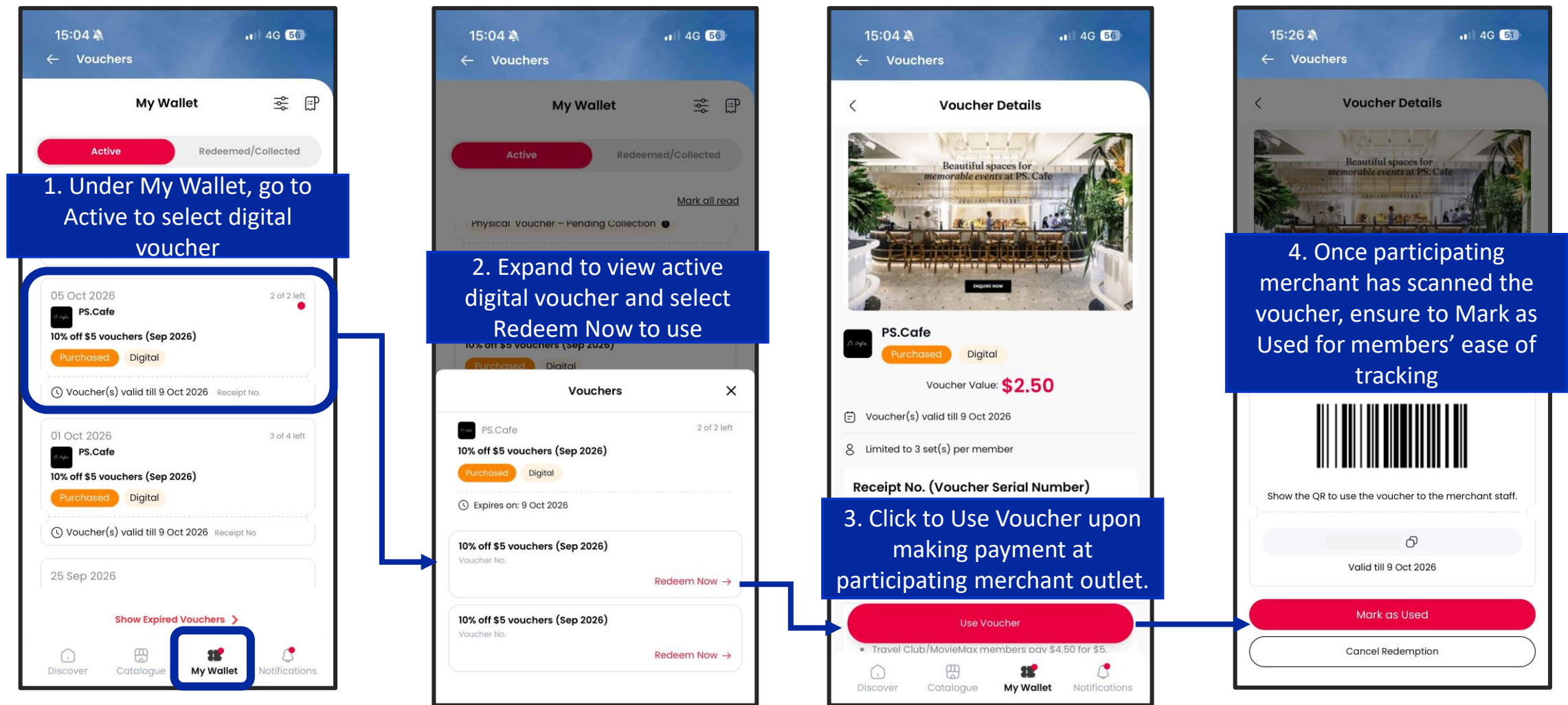
3. After using the voucher, ensure that you select Mark as Used



Purchase Digital Voucher

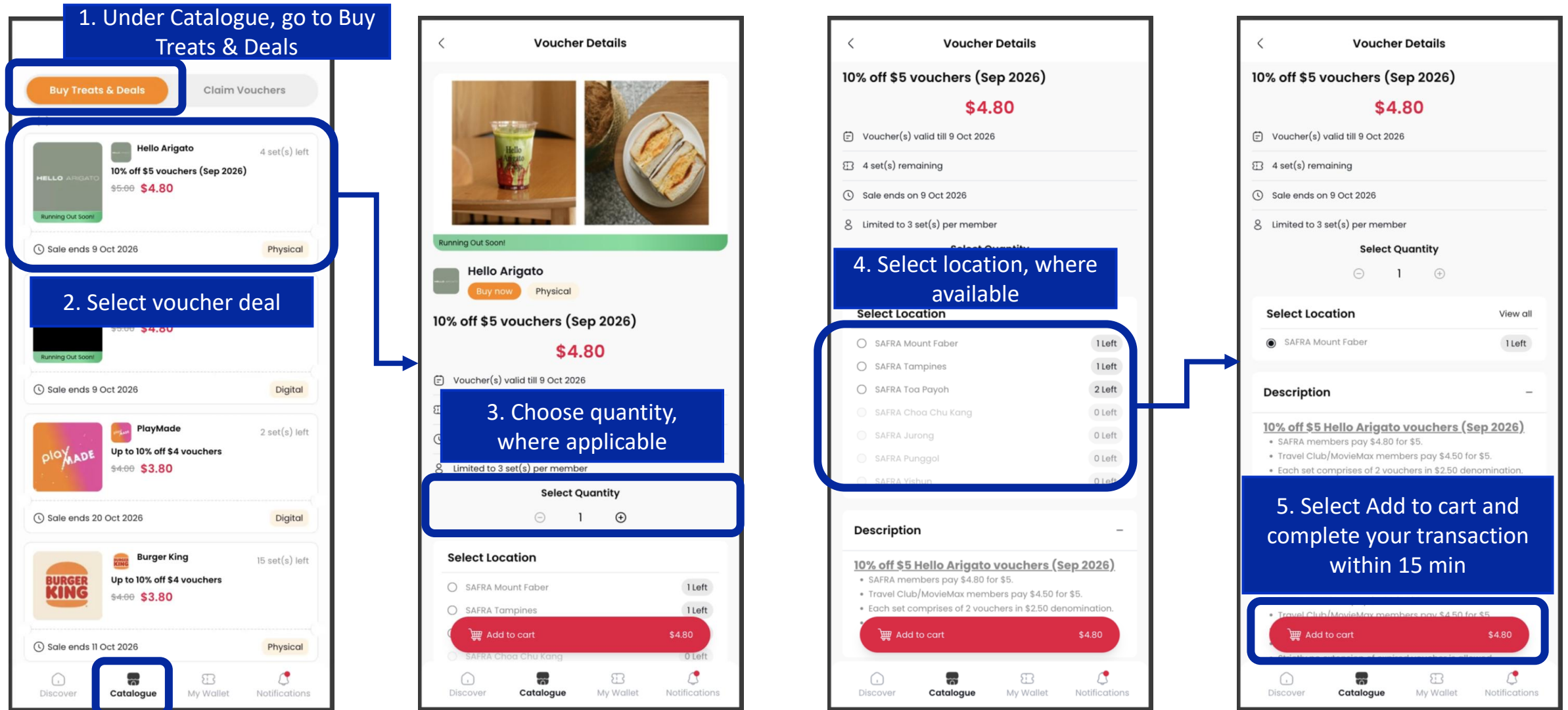


View & Track Your Digital Voucher Purchase

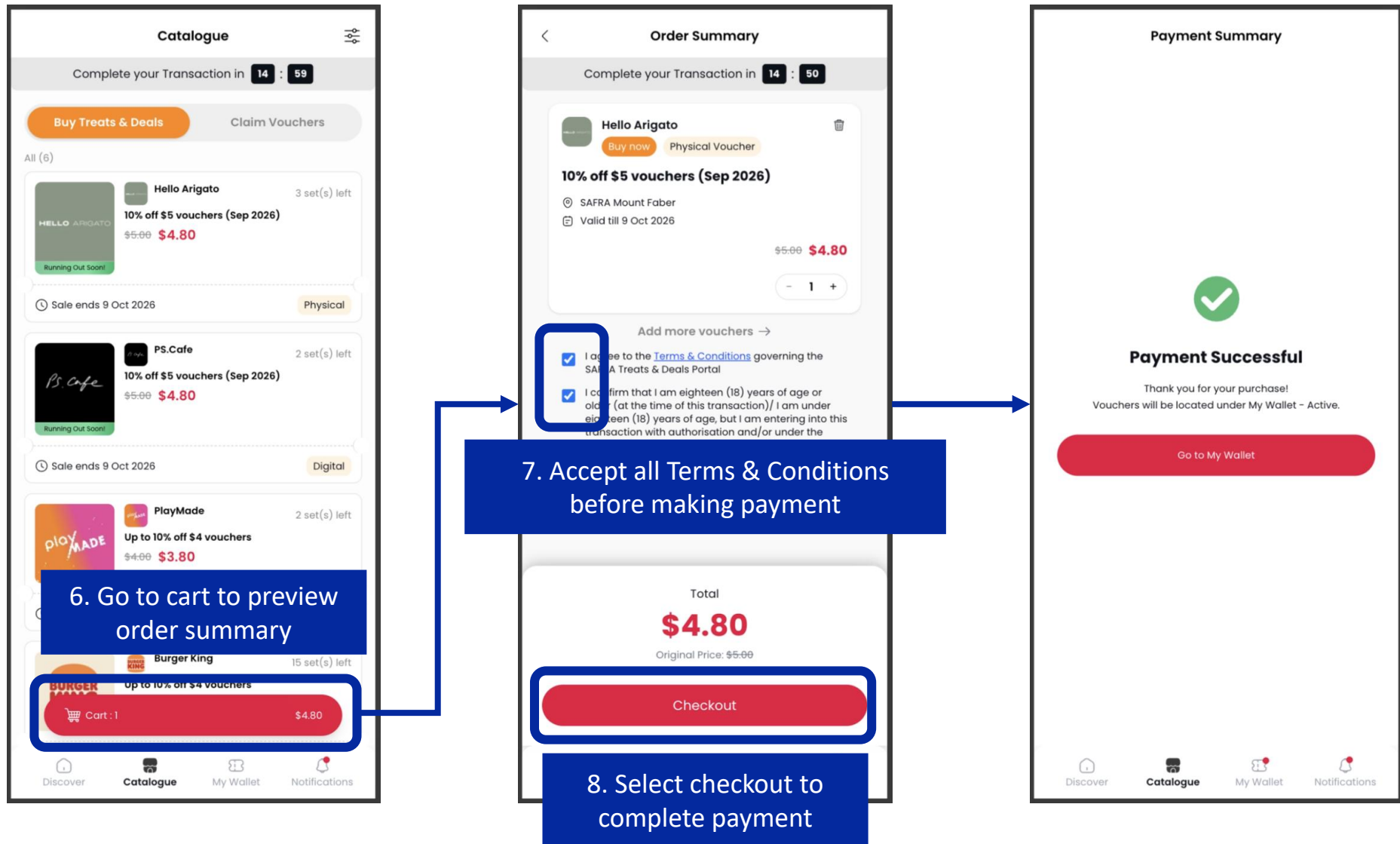


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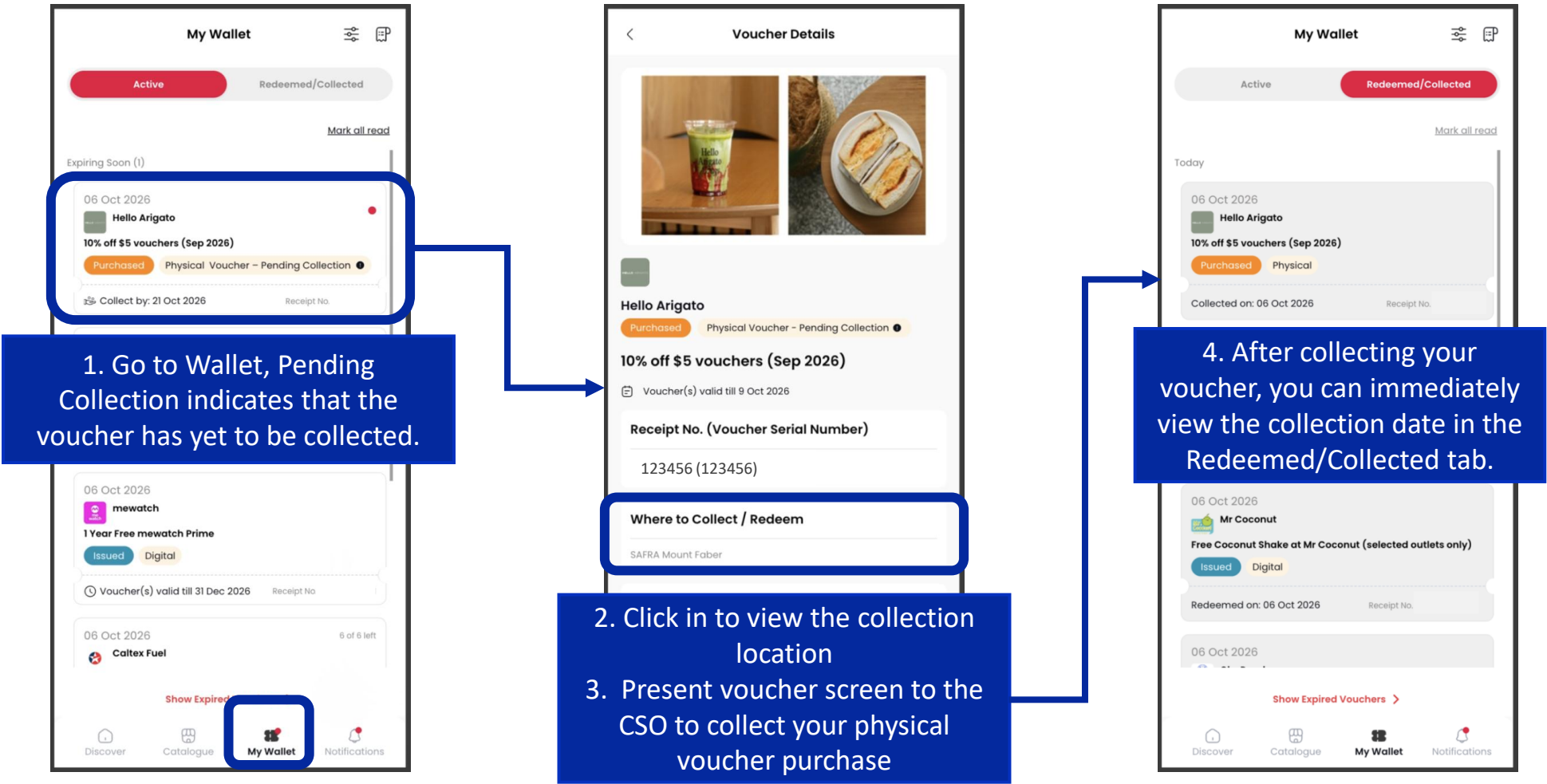
Purchase Physical Voucher (1/2)



Purchase Physical Voucher (2/2)



View & Collect Your Physical Voucher Purchase



Thank You.

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