

# Frequently Asked Questions

## OVERVIEW

<b>1.</b>	<b>What is Treats &amp; Deals?</b>
<p>Treats &amp; Deals is an online portal that offers SAFRA members' exclusive discounts of up to 50% on dining, grocery vouchers &amp; many more at <a href="https://treats.safra.sg">treats.safra.sg</a>.</p> <p>Members will have to pick up their purchases at any of the six (6) SAFRA clubs selected, unless otherwise indicated.</p>	
<b>2.</b>	<b>Who can purchase on Treats &amp; Deals?</b>
<p>All valid SAFRA members (excluding NSFs on Free Trial Membership) are eligible to purchase.</p>	
<b>3.</b>	<b>I would like to be updated with new vouchers / items on sale at Treats &amp; Deals.</b>
<p>Do check out <a href="https://treats.safra.sg">treats.safra.sg</a> regularly or follow <a href="#">SAFRA Deals Facebook</a> for updates on new voucher/ item sales and other promotions.</p>	
<b>4.</b>	<b>Where can I learn more about the Terms &amp; Conditions on <u>Purchases</u>, <u>Collection</u> and <u>Purchasing Eligibility</u>?</b>
<p>For information on the respective Terms &amp; Conditions, read more <a href="#">here</a>.</p>	

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### PURCHASES

1.	<b>How do I purchase on Treats &amp; Deals?</b>
<p>Step 1: Login with your mySAFRA account username and password at <a href="https://treats.safra.sg">treats.safra.sg</a>. Don't have a mySAFRA account? Sign up <a href="#">here</a>.</p> <p>Step 2: Refer to the <a href="#">Buying Guide</a> on how to make a purchase at <a href="https://treats.safra.sg">treats.safra.sg</a>.</p>	
2.	<b>I saw some voucher/item deals with 2 different selling prices indicated. How do I know which is applicable to me?</b>
<p>SAFRA member rate applies to all SAFRA members.</p> <p>SAFRA MovieMax member rate applies to SAFRA members who have joined MovieMax Interest Group (2-year membership at \$30; more details <a href="#">here</a>).</p> <p>SAFRA Bitez member rate applies to SAFRA members who have joined Bitez Interest Group (2-year membership at \$30; more details <a href="#">here</a>).</p> <p>Upon login to <a href="https://treats.safra.sg">treats.safra.sg</a>, we will accord the voucher/item deal price accordingly to your membership type.</p>	
3.	<b>I accidentally purchased the wrong vouchers/items or misplaced/damaged my vouchers/items. Can I get a refund or exchange?</b>
<p>Unfortunately, vouchers/items sold are non-refundable and cannot be replaced if lost, defaced, damaged, expired and/or voided.</p> <p>Do review your Shopping Cart thoroughly before making payment.</p>	
4.	<b>I have made payment successfully but why is it that I did not receive any receipt in my email.</b>
<p>Kindly check your Junk mail folder as your email security setting may have classified the email receipt in the Junk folder. Add this email <a href="mailto:admin@safra.sg">admin@safra.sg</a> to your list of safe senders to ensure that the email receipt arrives at your Inbox instead.</p> <p>Alternatively, you may login to <a href="https://treats.safra.sg">treats.safra.sg</a> and retrieve a copy of your receipt under 'Order History'.</p> <p>Should you still encounter issues, do email us at <a href="mailto:mbactivity@safra.sg">mbactivity@safra.sg</a>. Kindly allow three (3) to five (5) working days for us to get back to you.</p>	

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### PURCHASES

<b>5.</b>	<b>I forgot my Password. How do I retrieve it?</b>
Click 'Forget Password' on <a href="https://treats.safra.sg">treats.safra.sg</a> . Enter your Login ID and registered email and a new password will be sent to you via email.	

### COLLECTION

<b>1.</b>	<b>What do I need to bring along to collect my voucher/item purchases?</b>
<p>All vouchers/items must be collected in person within fifteen (15) days from Date of Purchase*. Proceed to the Customer Service counter of your selected SAFRA Club from 9am to 9pm daily (except on Eve, 1<sup>st</sup> and 2<sup>nd</sup> day of Chinese New Year).</p> <p>You are required to present your SAFRA Card/SAFRA DBS Card <u>AND</u> photo ID in person to facilitate redemption. Rest assured that the photo ID is only required for sighting and verification purposes.</p> <p>*There is an administrative fee of \$5.00 levied if voucher/item is still not collected after fifteen (15) days from Date of Purchase. An additional \$5.00 administrative fee per voucher/item will be levied for any arrangement made after the stipulated collection period.</p> <p><b><u>How do we count 15 days from Date of Purchase?</u></b>  Date of Purchase: Friday, 10 May 2019  Last collection date: Saturday, 25 May 2019</p>	
<b>2.</b>	<b>Why am I required to sign an acknowledgment form at point of collection at the Club?</b>
<p>Your acknowledgment is required as it ensures the following:</p> <ul style="list-style-type: none"> <li>• Checked that the vouchers/items are correctly issued in good condition.</li> <li>• Voucher/item's expiry date is stamped on the voucher/item and strictly no extension or refund of expired vouchers/items is allowed.</li> </ul>	

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### COLLECTION

<b>3.</b>	<b>I am unable to personally collect the vouchers/items, can I arrange for someone to collect on my behalf?</b>
<p>Yes, you may arrange for a proxy or an authorised personnel to collect for you.</p> <p>Your proxy/authorised personnel will need to present the following documents during collection:</p> <ul style="list-style-type: none"> <li>• A clear visual of your photo ID for sighting</li> <li>• A clear photocopy of your valid SAFRA Card</li> <li>• Clear print-out or visual of receipt of the purchase</li> <li>• Proxy/authorised personnel's original photo ID for sighting</li> <li>• A signed copy of Letter of Authorisation that will be retained for tallying purpose. You may download a copy of the Letter of Authorisation <a href="#">here</a>.</li> </ul>	
<b>4.</b>	<b>Do I need to present the Letter of Authorisation when I am collecting on behalf of my Child Dependent Member?</b>
<p>No. Do inform our Customer Service colleagues that you are the parent of the child. You will also be required to present the following for sighting verification purpose:</p> <ul style="list-style-type: none"> <li>• Your Membership Card or photo ID</li> <li>• Your Child Dependent's Membership Card</li> </ul>	
<b>5.</b>	<b>What happens if I collect my purchase after fifteen (15) days from Date of Purchase? Can I still collect?</b>
<p>Yes, you can collect. Additionally, an administrative fee of \$5.00 will be levied for late collection. This \$5 administrative fee will be collected during collection of your vouchers/items at the Club's Customer Service counters.</p> <p>We strongly encourage you to pick up your vouchers/items or arrange for a proxy/authorised personnel within 15 days from Date of Purchase to avoid vouchers/items from expiring.</p> <p><b><u>How do we count 15 days from Date of Purchase?</u></b>  Date of Purchase: Friday, 10 May 2019  Last collection date: Saturday, 25 May 2019</p>	

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### COLLECTION

<b>6.</b>	<b>I am unable to collect within fifteen (15) days from Date of Purchase. What should I do?</b>
<p>There is an administrative fee of \$5.00 per voucher/item for late collection. However, we understand that you may not be able to do so due to unforeseen circumstances. As such, we strongly encourage you to:</p> <ol style="list-style-type: none"> <li>1) Arrange for a proxy/an authorised personnel to collect on your behalf (<b>refer to Q3</b>).</li> <li>2) Email us at <a href="mailto:mbactivity@safra.sg">mbactivity@safra.sg</a> to seek a one-time extension of collection (subject to SAFRA's review).</li> </ol> <p>Kindly allow three (3) to five (5) working days for us to get back to you. All requests are subject to approval and final decision is at SAFRA's discretion.</p>	
<b>7.</b>	<b>I selected the wrong 'Location' to collect my vouchers/items purchased. What should I do?</b>
<p>The 'Location' cannot be amended once a purchase has been completed.</p> <p>An administrative fee of \$5.00 is required for each change of 'Location' for the respective purchase. We will require five (5) to seven (7) working days to process the transfer. For further queries, do email us at <a href="mailto:mbactivity@safra.sg">mbactivity@safra.sg</a>. Kindly allow three (3) to five (5) working days for us to get back to you.</p>	
<b>8.</b>	<b>I purchased an admission to an event listed on Treats &amp; Deals. Do I need to collect any ticket prior to the event? What would I need to bring along on the event day?</b>
<p>No, there is no need for collection of any ticket prior to the event, unless otherwise stated.</p> <p>You will need to present a valid SAFRA Card/SAFRA DBS Card or photo ID for registration on the event day. Rest assured that the photo ID is only required for sighting and verification purposes. For further queries, do email us at <a href="mailto:mbactivity@safra.sg">mbactivity@safra.sg</a>. Kindly allow three (3) to five (5) working days for us to get back to you.</p>	

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### OTHERS

1.	<b>My voucher/item was rejected at the merchant's outlet. What should I do?</b>
Do contact us at <a href="mailto:mbactivity@safra.sg">mbactivity@safra.sg</a> . Kindly allow three (3) to five (5) working days for us to get back to you.	

For **Terms & Conditions** on Purchases, Collection and Purchasing Eligibility, read more [here](#).

To learn how to make a purchase at [treats.safra.sg](https://treats.safra.sg), refer to the [Buying Guide](#).