

## FREQUENTLY ASKED QUESTIONS

**1. Question: How do I earn 8X SFE\$?**

**Answer:** Simply shop at participating retailers across Far East Malls and upload your receipt (with a min. \$80 spend, excluding supermarkets and education centres) to earn 8X SFE\$. Only receipts with transaction dates and timestamp from 27 Sep 0000 to 29 Sep 2359 will be entitled to the promotion.

Each member will be limited to 1 redemption per member, per day across all participating Far East Malls on a first-come, first-served and while stocks last basis, for their **first** approved qualifying receipt.

**2. Question: What is the maximum SFE\$ I can earn from the 8X SFE\$ promotion?**

**Answer:** Each member can earn a maximum of 2,000 bonus SFE\$ per day, limited to 1 redemption per member.

**For Example:**


Scenario 1: \$80 spend and above

Spending	Members Day 8X SFE\$	Total SFE\$ Earned
\$80 Spend	Usual: 80 SFE\$ from approved receipt (1X) Bonus: 560 SFE\$ (7X)	640 SFE\$

Example of transaction on activities page once receipt is approved:

<

**+640 SFE\$**



202308160114345760013091

Transacted 27 Sep 2024 · 3:34PM

Type Earned from approved receipt

Outlet ORCHARD CENTRAL

Spending S\$ 80.00

Points **80 SFE\$**

**Item(s)**

Transacted: 27 Sep 2024 · 12:00AM  
 Type: Earned from approved receipt  
 Outlet Receipt: 160820230200008012  
 Spending: S\$ 80.00  
 Outlet Name: 99 PERCENT HAIR STUDIO

Transacted: 27 Sep 2024 · 12:00AM  
 Type: Earned from bonus  
 Outlet Receipt: AR638277968473699855  
 Points: **580 SFE\$**  
 Outlet Name: 99 PERCENT HAIR STUDIO


Scenario 2: 2 receipts in 1 day

Spending	Members Day 8X SFE\$	Total SFE\$ Earned
<b>1st Receipt:</b> \$50 Spend	50 SFE\$ from approved receipt <b>(Not eligible for Members Day 8X SFE\$ Promotion – did not hit min spend)</b>	2,050 SFE\$
<b>2nd Receipt:</b> \$250 Spend	Usual: 250 SFE\$ from approved receipt (1X) Bonus: 1,750 SFE\$ (7X)	

Example of transaction on activities page once receipt is approved:

1st Receipt

**+50 SFE\$**



202308170114424906006384

Transacted 27 Sep 2024 · 11:21AM

Type Earned from approved receipt

Outlet JUNCTION 10

Spending S\$ 50.00


Points **50 SFE\$**

**Item(s)**

Transacted: 27 Sep 2024 - 12:00AM  
 Type: Earned from approved receipt  
 Outlet Receipt: 170820230100005000  
 Spending: S\$ 50.00  
 Outlet Name: FUN TOAST

2nd Receipt

**+2,000 SFE\$**



202308170114425505006123

Transacted 27 Sep 2024 · 11:22AM

Type Earned from approved receipt

Outlet JUNCTION 10

Spending S\$ 250.00

Points **250 SFE\$**

**Item(s)**

Transacted: 27 Sep 2024 - 12:00AM  
 Type: Earned from approved receipt  
 Outlet Receipt: 1708202301000025000  
 Spending: S\$ 250.00  
 Outlet Name: FOURSKIN OUTLET STORE

Transacted: 27 Sep 2024 - 12:00AM  
 Type: Earned from bonus  
 Outlet Receipt: AR638278681528728477  
 Point: **1,750 SFE\$**  
 Outlet Name: FOURSKIN OUTLET STORE


Scenario 3: Multiple receipts across 2 days

Spending	Members Day 8X SFE\$	Total SFE\$ Earned
<b>Day 1</b>		
<b>1st Receipt:</b> \$80 Spend	Usual: 80 SFE\$ from approved receipt (1X) Bonus: 560 SFE\$ (7X)	640 + 80 = 720 SFE\$
<b>2nd Receipt:</b> \$80 Spend	80 SFE\$ from approved receipt <b>(Not eligible for Members Day 8X SFE\$ Promotion – 1 redemption per member, per day)</b>	
<b>Day 2</b>		
\$286 Spend	Usual: 286 SFE\$ from approved receipt (1X) Bonus: 2,000 SFE\$ (7X, capped at 2,000 SFE\$)	2,286 SFE\$

Example of transaction on activities page once receipt is approved:

< 1st Receipt

**+640 SFES**



202308160114345760013091

Transacted 27 Sep 2024 · 3:34PM

Type Earned from approved receipt

Outlet ORCHARD CENTRAL

Spending S\$ 80.00

Points **80 SFES**


**Item(s)**

Transacted: 27 Sep 2024 · 12:00AM  
Type: Earned from approved receipt  
Outlet Receipt: 160820230200008012  
Spending: S\$ 80.00  
Outlet Name: 99 PERCENT HAIR STUDIO

Transacted: 27 Sep 2024 · 12:00AM  
Type: Earned from bonus  
Outlet Receipt: AR638277968473699855  
Points: **560 SFES**  
Outlet Name: 99 PERCENT HAIR STUDIO

< 2nd Receipt

**+80 SFES**



202308170114424906006384

Transacted 27 Sep 2024 · 11:21AM

Type Earned from approved receipt

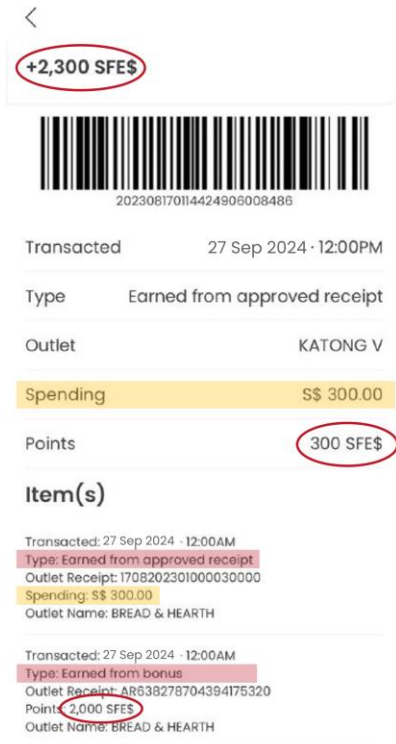
Outlet JUNCTION 10

Spending S\$ 80.00

Points **80 SFES**

**Item(s)**

Transacted: 27 Sep 2024 · 12:00AM  
Type: Earned from approved receipt  
Outlet Receipt: 170820230100005000  
Spending: S\$ 80.00  
Outlet Name: FUN TOAST



### 3. Question: Can I submit 2 receipts in a day?

**Answer:** Yes, you can.

However, please take note that only the first approved qualifying receipt will be eligible for the 8X SFE\$ promotion. SFE\$ awarded are based on the date of the approved receipt, and processing may not occur sequentially.

### 4. Question: When will my SFE\$ be credited?

**Answer:** Your SFE\$ will be credited within 2 working days from the day of submission. We advise you to retain your original receipts until your receipt is approved if further verifications are needed.

### 5. Question: Can I go to mall concierge counter to upload my receipts?

**Answer:** No, you will not be able to upload your receipts via the concierge counter. To qualify for the promotion, please upload your receipt(s) via the shopFarEast App within 24 hours of your purchase.

**6. Question: Can I combine my receipts to meet the minimum spending to earn 8X SFE\$?**

**Answer:** No, minimum nett spending of \$80 must be made in a single receipt to qualify for the promotion.

**7. Question: My birthday is in September; will I be eligible for the 2X SFE\$ Birthday Perk and 8X SFE\$ Members Day?**

**Answer:** Yes, if your receipt meets the minimum spend of \$80 in a single receipt, you will enjoy both 2X SFE\$ Birthday Perk (capped at 2,000 bonus SFE\$) and 8X SFE\$ promotion (capped at 2,000 bonus SFE\$).


**For Example:**

Scenario 1	Members Day 8X SFE\$	Birthday Perks 2X SFE\$	Total SFE\$ Earned
\$100 Spend	Usual: 100 SFE\$ from approved receipt (1X) Bonus: 700 SFE\$ (7X)	Birthday: 100 SFE\$ (1X)	900 SFE\$

Example of transaction on activities page once receipt is approved:

<

**+900 SFE\$**



202308160114345760013091

Transacted 27 Sep 2024 · 3:34PM

Type Earned from approved receipt

Outlet FAR EAST SQUARE

Spending S\$ 100.00

Points **100 SFE\$**

**Item(s)**

Transacted: 27 Sep 2024 · 12:00AM  
 Type: Earned from approved receipt  
 Outlet Receipt: 100820232244458000  
 Spending: S\$ 100.00  
 Outlet Name: B.K.T. BY KONG KEE

Transacted: 27 Sep 2024 · 12:00AM  
 Type: Earned from bonus  
 Outlet Receipt: AR638277968633972848  
 Points: **700 SFE\$**  
 Outlet Name: B.K.T. BY KONG KEE


Transacted: 27 Sep 2024 · 12:00AM  
 Type: Earned from bonus  
 Outlet Receipt: AR638277968635380011  
 Points: **100 SFE\$**  
 Outlet Name: B.K.T. BY KONG KEE

Scenario 2	Members Day 8X SFE\$	Birthday Perks 2X SFE\$	Total SFE\$ Earned
1st Receipt: \$50 Spend	Not eligible – <b>did not hit min.</b> <b>\$80 spend</b>	Usual: 50 SFE\$ from approved receipt (1X)  Birthday: 50 SFE\$ (1X)	740 SFE\$
2nd Receipt: \$80 Spend	Usual: 80 SFE\$ from approved receipt (1X) Bonus: 560 SFE\$ (7X)	Only first transaction is eligible	

Example of transaction on activities page once receipt is approved:

1st Receipt

**+100 SFE\$**



202308160114345760013091

Transacted 27 Sep 2024 · 3:34PM

Type Earned from approved receipt

Outlet ORCHARD CENTRAL

Spending S\$ 50.00

Points **50 SFE\$**

**Item(s)**


Transacted: 27 Sep 2024 · 12:00AM  
Type: Earned from approved receipt  
Outlet Receipt: 160820230200008012  
Spending: S\$ 50.00  
Outlet Name: 99 PERCENT HAIR STUDIO

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Transacted: 27 Sep 2024 · 12:00AM  
Type: Earned from bonus  
Outlet Receipt: AR638277968473699855  
Points: **50 SFE\$**  
Outlet Name: 99 PERCENT HAIR STUDIO

2nd Receipt

**+640 SFE\$**



202308160114345760013091

Transacted 27 Sep 2024 · 3:34PM

Type Earned from approved receipt

Outlet ORCHARD CENTRAL

Spending S\$ 80.00

Points **80 SFE\$**

**Item(s)**

Transacted: 27 Sep 2024 · 12:00AM  
Type: Earned from approved receipt  
Outlet Receipt: 160820230200008012  
Spending: S\$ 80.00  
Outlet Name: 99 PERCENT HAIR STUDIO

---

Transacted: 27 Sep 2024 · 12:00AM  
Type: Earned from bonus  
Outlet Receipt: AR638277968473699855  
Points: **560 SFE\$**  
Outlet Name: 99 PERCENT HAIR STUDIO




Scenario 3	Members Day 8X SFE\$	Birthday Perks 2X SFE\$	Total SFE\$ Earned
\$300 Spend	Usual: 300 SFE\$ from approved receipt  Bonus: 2,000 SFE\$ (7X, capped at 2,000 SFE\$)	Birthday: 300 SFE\$ (1X)	2,600 SFE\$

Example of transaction on activities page once receipt is approved:

<

**+2,600 SFE\$**



202308160114345760013091

Transacted 27 Sep 2024 · 3:34PM

Type Earned from approved receipt

Outlet FAR EAST SQUARE

Spending S\$ 300.00

Points **300 SFE\$**

**Item(s)**

Transacted: 27 Sep 2024 · 12:00AM  
 Type: Earned from approved receipt  
 Outlet Receipt: 100820232244458000  
 Spending: S\$ 300.00  
 Outlet Name: B.K.T. BY KONG KEE

Transacted: 27 Sep 2024 · 12:00AM  
 Type: Earned from bonus  
 Outlet Receipt: AR638277968633972848  
 Points: **2,000 SFE\$**  
 Outlet Name: B.K.T. BY KONG KEE

Transacted: 27 Sep 2024 · 12:00AM  
 Type: Earned from bonus  
 Outlet Receipt: AR638277968635380011  
 Points: **300 SFE\$**  
 Outlet Name: B.K.T. BY KONG KEE