



McDonald's Monopoly Singapore 2011 Frequently Asked Questions

ELIGIBILITY

1. When and how long is the promotion live?

The promotion lasts for 6 weeks starting from 00:01 on Friday 23 September to 23:59 on Wednesday 2 November 2011 (inclusive) unless game labels run out before then.

2. Can I play in all restaurants?

Yes. You can play this game in all restaurants in Singapore but McDelivery™ 24/7 and Student Meals are not included and so you will not receive game labels for these purchases.

3. Why can I not get game labels if I order via McDelivery?

We consider your game labels extremely valuable and for security reasons we are not able to hand over any game labels outside of the restaurant environment.

4. Can anyone play?

Participants have to be a legal resident of Singapore with a valid NRIC or FIN of Singapore. However, employees and immediate family members of prize partners or McDonald's partner agencies who have assisted in this promotion are NOT entitled to play this game.

5. Who are the prize partners and agencies in this promotion?

Partners:

Visa Worldwide Pte Ltd
Volkswagen Group Singapore Pte Ltd
Coca-Cola Far East Ltd (Singapore branch)
Dynasty Travel Pte Ltd
Wave House Sentosa Singapore Pte Ltd
Jay Gee Enterprises Pte Ltd
EW Private Ltd

Agencies:

The Marketing Store Worldwide (HK) Ltd
DDB Worldwide Pte Ltd
OMD Singapore Pte Ltd
Golin Harris
HAVI Logistics (S) Pte Ltd
ORO Ventures Pte Ltd
Ernest & Young LLP Pte Ltd
Shining Head Media Pte Ltd
Adred Creation Holdings Pte Ltd

6. If a tourist wins a prize, can he/she redeem it?

NO, only legal Singapore residents with a valid NRIC/FIN can participate in the game and claim prizes, but the tourist is allowed to pass on their winning game piece(s) to family or friends who are legal resident to claim the prize.

For food / McDonald's Miniature prizes redeemable in restaurant. Crew will not know whether or not someone is a tourist or not and so food prizes are likely to be claimed by non-Singapore residents.



HOW TO PLAY & WIN

7. How do I get Monopoly game labels?

You have to purchase Regular EVM's, Upsized EVM's, Breakfast EVM's, or McValue Lunches to get a game label(s), **but Student meals and MDS orders are EXCLUDED**

8. Can I use my game pieces from the 2009 & 2010 McDonalds Monopoly Singapore game?

NO. Game pieces produced for past years' game in Singapore or for any other McDonald's Monopoly promotions in other countries and from past years ARE NOT VALID for this year's 2011 McDonald's Monopoly Singapore game promotion.

9. How many game labels can I receive?

It depends on which EVM you buy, how many and if you made your purchase during the week or over the weekend (or on a public holiday)

For individual meal purchases:

	During the week (Monday – Friday)	During weekends & PH (Saturday - Sunday)
Breakfast EVM & McValue Breakfast	1 label	2 labels
Regular EVM & McValue lunch	1 label	2 labels
Upsized EVM & McValue Lunch	2 labels	4 labels

And for multiple meal purchases, the appropriate number of labels should be given out

For example: during the week, if a customer buys 1 Regular EVM (1 label) + 2 Upsized EVM (2 labels per LEVM), the customer would get 5 game labels in total (1 + 2 + 2).

But if they made that same purchase over the weekend, the customer would get 10 game labels in total (2 + 4 + 4).

10. What's the difference between a game label and a game piece?

A game label is what is given away with EVM purchases and inside EACH label there are TWO game pieces which tell you what you've won or need to collect

11. The game label this year says "All prizes will GO", what does this mean?

It means that this year any of the 419 Collect to Win prizes which remain unclaimed by the 18 November 2011 expiry date will all be placed into a final prize draw. Anyone who finds a Chance Card game piece can enter the draw to win these unclaimed prizes.

Please note 'All prizes will GO' does NOT include any of the Instant Win McDonald's or Partner prizes or the Chance Card \$100 cash prize.

12. How can I win?

This year there are 3 ways to win; either Instant Win, Collect to Win or with the Chance Card game piece, which is new in 2011.

13. What is an Instant Win?

If you have a game piece printed with 'Instant Win', you win the prize immediately. It could be McDonald's food or McD Miniatures (Collector's Set) prizes or partner prizes.

14. What is a Collect to Win?

If you receive a game piece that is printed with a color bar, property road name and a serial number (beginning with the Golden Arches M), it is a Collect to Win game piece. You have to collect a complete set in the same color but different road names and serial numbers to win. See Collect to Win combination as shown on the game board tray mat



15. What is a Chance Card?

If you receive a Chance Card game piece, you are guaranteed to win \$100 cash. You are then also automatically entered into the final prize draw where you have a chance at winning any of the unclaimed Collect to Win prizes.

16. How do I redeem my prizes and what date do I have to claim my prizes by?

McDonald's Food or McDonald's Miniatures (Collector's Set) prizes

Only McDonald's instant win prizes can be redeemed in the restaurants and they should be claimed before 23:59 Saturday 5 November 2011 and during the hours the product is served (as printed on the game piece).

Instant Win partner prizes and Discount Vouchers

Partner prizes CANNOT be redeemed in McDonald's restaurants; they MUST be redeemed at partners' retail outlets as follows;

Partner Instant Win Prizes and Discount Vouchers	How to claim	Expiry date
Volkswagen Bobby Car for Toddlers And \$20 off \$50 minimum spend on Volkswagen merchandise (max of 5 can be claimed in one go i.e. \$100 off \$250 spend)	Present the ORIGINAL Instant Win game piece and your Singapore NRIC/FIN card to a Volkswagen member of staff at The Volks Shop located in the Volkswagen Showroom at 247 Alexandra Road Singapore 159934 Opening Hours Mon – Fri 7:30am to 7:30pm, Sat 8:30am – 12:30pm. Closed on Sundays and Public Holidays	31 December 2011
\$8 We Cinemas Weekend Movie Ticket (valid Friday – Sundays only)	Present the ORIGINAL Instant Win game piece and your Singapore NRIC/FIN card at any participating WE Cinema Theatre in order to buy a Weekend Movie Ticket for only \$8 (usually \$10) Participating outlets include: Suntec City and West Mall (with new theatre openings in 2012)	26 February 2012
\$30 dENiZEN™ Voucher	Present the ORIGINAL Instant Win game piece and your Singapore NRIC/FIN card to claim \$30 off any regular priced pair of dENiZEN™ jeans at any dENiZEN™ Store (except departmental stores) located at City Square, Jurong Point, North Point, 313 Somerset, Tampines Mall, Vivo City, Novena Square, ION Orchard, IMM, Nex & Suntec City	29 February 2012.
1 for 1 Flowrides at Wave House Sentosa	Present the ORIGINAL Instant Win game piece and your government issued photo identification at Wave House Sentosa, 36 Siloso Beach, Sentosa, Singapore 099007	29 February 2012

Collect to Win and Chance Card Prizes

These CAN ONLY be claimed at the verification centre and MUST BE validated by a security team. Customers have to collect a Declaration Envelope from the Store / Shift Manager and submit their claim **no later than 18 November 2011** for validation to the Verification Centre.



17. Who can I contact if I have any queries about any of the Instant Win, Collect to Win or Chance Card prizes?

You may refer to the website www.mcdwin.com or you may contact prize sponsors directly regarding their prizes as follows:

Prize	Website	Customer Hotline / Email
\$80,000 Cash (Collect to win) OR \$100 Cash (Chance Card)	www.mcdwin.com	Email: ops@sg.mcd.com
Volkswagen Touran 1.4 TSI (Collect to Win)	N/A	Call Lynn Choy at 6305 7167
Volkswagen Bobby Car for toddlers (Instant Win) OR \$20 off \$50 minimum spend on Volkswagen merchandise (Instant Win)	N/A	Email: zaieri.bin_saad@vw.com.sg or Call 6305 7285
Coca-Cola holiday to Atlanta (Collect to Win)	N/A	Email: feedback@apac.ko.com
Dynasty Travel Romantic holiday to Prague (Collect to Win)	www.dynastytravel.com	Call: 6536 4966
MacBook Air (Collect to Win)	www.mcdwin.com	Email: ops@sg.mcd.com
Flowriding for 2 (Collect to Win) OR 1 for 1 Flowrides (Instant Win) at Wave House Sentosa	www.wavehousesentosa.com	Call: 6377 3113
\$200 dENiZEN™ Voucher (Collect to Win) OR \$30 dENiZEN™ Voucher (Instant Win)	www.denizen.com/en-sg	Email: singapore.info@denizen.com
\$100 WE Cinemas Movie Card (Collect to Win) OR \$8 WE Cinemas Weekend Movie Ticket (Instant Win)	www.wecinemas.com.sg	Email: mail@engwah.com.sg



GENERAL QUERIES

18. Is there any age requirement to claim prizes?

Yes some prizes can only be claimed if you are aged 18 years or above, if not then a parent / guardian must claim the prize on your behalf

Collect to Win & Chance Card Prizes	Age requirement
\$100 Cash by VISA	Age 18 or above
\$80,000 Cash by VISA	Age 18 or above
Volkswagen Touran 1.4 TSI	Age 18 or above
Coca-Cola Holiday to Atlanta	Age 18 or above
Dynasty Travel Romantic Holiday to Prague	Age 18 or above
MacBook Air	Age 18 or above
Flowriding for 2 at Wave House Sentosa	Age 18 or above but min height restrictions apply
\$200 dENiZEN™ Voucher	Age 18 or above
\$100 WE Cinemas Movie Card	Age 18 or above
Instant Win Prizes	
There are NO age requirements for any Instant Win prizes in this years' game, but minimum height restrictions do apply to the 1-for-1 Flowrides at Wave House Sentosa	

19. What is a game board?

It shows you how to play the game and what prizes can be won. It's printed on tray mats or can be downloaded from the promotional website www.mcdwin.com. There are also some TEASER game boards this year which were made available 3 days prior to the launch (20 – 22 Sep) and they contain TWO FREE PROPERTIES – so can be used just like a real game piece in order to complete a Collect to Win property set.

20. Is it necessary for Collect to Win & Chance Card game pieces to be stuck to a game board?

No, you are not obliged to do so. It just makes it easier to complete the full set as it shows you the different game pieces to be collected to win different Collect to Win prizes.

21. Can I win several prizes?

Yes. There is no limit on how many Instant Win, Collect to Win or Chance Card prizes you can win.

22. Can I claim the food prize in the same purchase I received my game label?

No, you can only redeem the food prizes in your next purchase.

23. Can I redeem several food prizes in one transaction?

No, you can only redeem 1 food prize per transaction.

24. What should I do after collecting a complete set of Collect to Win game pieces / finding a Chance Card game piece?

You should ask for a declaration envelope from the Store / Shift Manager. Please refer to **Question 16** above for redemption procedure.

25. Can I transfer the prize to the others?

No, the prize is non-transferable and has to be claimed by the winner. If you win the Atlanta or Prague holiday, you have to be one of the travelers.

26. How soon will I receive my Collect to Win or Chance Card prize?

If your game pieces are confirmed as a genuine and winning, a winner's letters explaining how to receive your prize will be sent to you within 7 – 10 days after their appointment at the verification centre. The final prize draw event will take place in December and registered entrants will be advised of the exact details in their confirmation letter.



27. Where can I see the full Terms & Conditions of the McDonald's Monopoly game?

Either;

- On the McDonald's promotional website: www.mcdwin.com/termsandconditions
- In the T&C booklet displayed on the community board in the restaurant
- Or collect a copy at McDonald's head office at King Albert Park before 18 November 2011

28. If I have a damaged game piece, can I use it to claim prizes?

In general, if the game piece is so damaged that it is illegible and can no longer be validated then NO, but there may be exceptions, for example:

- a. If it is an instant win food game piece, the Store / Shift Manager can decide if the prize should be given or not.
- b. If it is an instant win partner game piece, you have to contact the partner who will decide whether or not they will accept the game piece.
- c. If it is a Collect to Win or Chance Card game piece, you should follow the redemption procedure as described in the T&C's or Question 16 above. The verification centre will notify you if the prize can be claimed after verification.

29. How many prizes have been won up to date?

Unfortunately, we can't tell how many instant win prizes have been won until the end of the promotion but customers can refer to the promotional website www.mcdwin.com to track the number of Collect to Win and Chance Card verified winners regularly till the end of the promotion.