



About UPGREAT

Q1. What is UPGREAT?

- UPGREAT is a rewards app platform that is open to everyone! Join UPGREAT to enjoy great deals and offers!

Q2. Who can sign up for UPGREAT? Is it free?

- UPGREAT is free for all to use – you do not need to be a Great Eastern customer to sign up and redeem this deal.
- However, Great Eastern customers can choose to verify your UPGREAT account to enjoy other additional perks!

Q3. I have difficulties in downloading UPGREAT. What can I do?

- Please use the latest software version of your mobile phone. UPGREAT is compatible with:
 - iOS 9 and above
 - Android OS 6 and above.

If the problem is still unresolved, please write in on your issue (with any error message screenshots) to

upgreat-sg@greateasternlife.com

Q4. How do I sign up for an UPGREAT account?

- Download UPGREAT from your respective app store. Once downloaded, tap on “Sign up/Log in” (top left), and follow the steps to enter a valid email address and create a password.
- At sign up, you may choose to verify your account as a Great Eastern customer to get exclusive perks but you are not required to be a Great Eastern customer to sign up and enjoy UPGREAT (and this sweet McDonald’s deal).

Q5. I have an existing UPGREAT account but I forgot my password!

- At the home page, tap on “Sign up/ Log in”, then click on “Log in”. Then, tap on “Forget password”, and follow the steps to reset your password.

**Remember to check your mailbox and/or junk box for instructions to reset your password.*

Q6. My UPGREAT app is not working!

- Check that your internet connection is good
- Check that you have the most updated version of UPGREAT
- Check that your iOS / Android OS is updated to support the app
- Try restarting your mobile phone

- **If the problem is still unresolved, please write in on your issue (with any error message screenshots) to**
upgreat-sg@greateasternlife.com

For full UPGREAT FAQs, please visit:

<https://www.greateasternlife.com/sg/en/mobile-apps/upgreat-faq.html>

Redemption-related

Q7. Do I need to be a Great Eastern customer to redeem this deal?

- No! Just download UPGREAT and sign up for an account to redeem this \$0.10 McDonald's vanilla cone promotion.

Q8. I've downloaded and signed up for UPGREAT. How do I redeem the deal?

- Follow these steps – From Home Page, scroll down to “McDonald's Exclusive”. Click on the deal. On the deal page, click on “Use it now”. Select the only McDonald's store option. When prompted for Merchant Pin, McDonald's staff will flash you a card with the pin. Enter the pin. On successful transaction screen, show the screen to McDonald's staff and “slide to close”.
- If you are unable to redeem,
 - Check that your internet connection is good
 - Check that you have the most updated version of UPGREAT
 - Check that your iOS / Android OS is updated to support the app
 - Try restarting your mobile phone
- **If the problem remains unresolved, please contact us at:**
upgreat-sg@greateasternlife.com

Q9. What is the Merchant Pin and how do I obtain it?

- When prompted for Merchant Pin, McDonald's staff will flash you a card with the pin for you to enter! Show the successful redemption screen to McDonald's staff to redeem your \$0.10 vanilla cone!
- **If the problem is still unresolved, please write in on your issue (with any error message screenshots) to**
upgreat-sg@greateasternlife.com

Q10. What if my app accidentally closed before I show McDonald's staff the successful redemption screen?

- Access your “Transaction History” under “Me” tab to show your successful redemption record to the McDonald's staff. They will verify the date of redemption.
- If the redemption has not been recorded, please redeem the deal again.

Q11. I can't redeem the deal!

- Deal is subjected to availability. If the deal is shown as "Fully redeemed", you will not be able to redeem the deal.
- Each user is entitled to 1 redemption. Please check if it has been redeemed before under your "Transaction History", under "Me" tab
- **If the problem is still unresolved, please write in on your issue (with any error message screenshots) to upgreat-sg@greateasternlife.com**

Q12. Can I change my vanilla cone to another ice-cream (eg. Chocolate cone)?

- Unfortunately, you are not able to change to another flavour/ice-cream for this deal!

Q13. What are the participating stores?

- All McDonald's store (SG only). Not available for order on self-order kiosk. Not available for drive-thru or GrabFood/delivery.

Q14. What are the terms and condition of the deal?

Terms and Conditions

- Promotion is subject to availability.
- Limited to 1 cone per redemption, per user.
- Available at all McDonald's outlets (SG only), at their standard operating hours. Not available for order through self-order kiosk. Not available for drive-thru or GrabFood/delivery
- Product cannot be change or customised (including change of flavours)