

VISA × FIFA Rewards Campaign — FAQ

1. What is the VISA × FIFA Rewards Campaign?

It's a special, limited-time experience inside the AXS App where you earn **Soccer Balls** whenever you pay eligible bills with your **VISA card**.

Your Soccer Balls can be used to:

- **Score goals with 10 Soccer Balls** for mystery prizes
- Redeem **exclusive FIFA merchandise**
- Earn **raffle entries** for amazing grand draw prizes

Think of it as a fun FIFA-themed rewards season — the more you play, the more chances you get!

2. When is the campaign running?

- **Campaign launch:** *1 April 2026*
- **Soccer Balls earning period:** *1 April – 15 July 2026*
- **Merch Redemption period:** *13 April – 15 July 2026*
- **Score goal redemptions:** *13 April – 29 June 2026*
- **Collection of Merchandise:**
 - 6 June 2026, 1030am – 1pm
 - 20 June 2026, 1030am – 1pm
 - 4 July 2026, 1030am – 1pm
 - 25 July 2026, 1030am – 1pm

Please note that redemption of merchandise will have to be done in person during the above specified collection slots.

Collection location:

20 Kallang Ave #10-01, Pico Creative Centre Lobby B, Singapore 339411

3. How would I be eligible for this campaign?

Any AXS App user with an AXS account (via email or social login) can participate — it's easy!

Here's how it works:

- Simply **log in to your AXS account** and pay eligible, **unique bill references using a VISA card**
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Don't see your Soccer Balls yet?

Just **update to the latest version of the AXS App (v9.1.0 and above)**, and **all previously earned Soccer Balls will be reflected** in the app.

4. What are Balls?

Soccer Balls are a **special reward currency** created just for this VISA × FIFA campaign.

Soccer Balls:

- Are separate from AXS Coins
- Cannot be bought
- Cannot be converted to cash or Coins
- Do NOT affect your usual AXS Coins
- Are used only for FIFA × VISA rewards
- Will be removed from the app once the campaign ends

5. How do I earn Soccer Balls?

You earn 10 Soccer Balls for every unique bill payment made with a VISA card each month.

A few tips:

- Repeated payments of the same account number won't earn extra Soccer Balls
- Only payments minimum of \$5 with VISA count
- You will also receive AXS coins as part of your bill payment rewards!

6. What can I use Balls for?

You can use them to:

- **Score a Goal** (mystery prizes + raffle tickets)
- Redeem **FIFA World Cup™ merchandise**

Soccer Balls can't be used for regular AXS Rewards — they're purely for this campaign.

7. What is Score a Goal to Win?

From **13 April to 29 June**, you can use **10 Soccer Balls** to take a "shot" at winning:

- **FIFA World Cup™ Merch Bundle (worth \$50)**
- **Raffle Tickets** into the Grand Draw (worth up to \$2,500!)

8. What else can I redeem with my Soccer Balls?

You can exchange your Soccer Balls for **exclusive FIFA merchandise**, available only during this campaign.

Just look for the **FIFA Catalogue** inside the VISA × FIFA page.

9. What can I do with the raffle entries?

Your raffle entries give you a chance to win the **Grand Draw** prizes:

Grand Prize:

- 3D2N Staycation to watch the semi-finals live
- Exclusive FIFA merchandise

Runner-Up Prize:

- Trip for 2 to Bangkok (worth 60,000 miles)

Winners will be announced on XXXX via the campaign page and official AXS channels.

10. How do I view the VISA x FIFA campaign page?

You can view it through:

- The **AXS Rewards** section
- The **floating Kick & Win icon** on the homepage

Make sure you're on the **latest app version** to see your Soccer Balls and redeem rewards.

11. How do I view how many soccer balls I've earned?

Soccer Balls are recorded automatically from **1 April onwards**.

You can view:

- Your total Soccer Balls on the VISA × FIFA campaign page
- Your full earning & redemption history under **Goals History**

12. I made a bill payment with VISA, why did I not get any soccer balls?

This may happen if:

- The bill reference was **not unique** for the month
- Your payment method was not VISA
- Your app version has not been updated yet

Check the campaign page for details.

13. Can I earn Soccer Balls even if I haven't updated the app yet?

Yes — you'll still earn Soccer Balls even on older versions of the app.

However:

- You **must update** to view your Balls
- You **must update** to redeem rewards, score goals, or view your campaign progress

14. Do Soccer Balls expire?

Yes — Soccer Balls can only be used **during the campaign period**.

They will no longer be usable once the campaign ends on **15 July**.

15. Do my raffle entries expire?

Raffle entries stay valid until the Grand Draw is completed.

16. Can I transfer my Soccer Balls to someone else?

Soccer Balls are **non-transferable** and tied to your AXS account.

17. Is the Mystery Box fair?

Yes! Prize chances follow **fixed, pre-set probabilities**.

Every goal attempt has a fair and equal chance of winning each prize tier.

18. I redeemed merchandise — where do I submit my delivery details?

To participate in VISA x FIFA, you'll be required to submit your contact details for us to reach out to you. To collect merchandise, there will be 4 collection days (Saturdays), at the AXS office.

19. Can I still claim merch after the campaign ends?

Yes! You can claim merch until **15 July**.

20. How do I know if I won something?

For Mystery Prizes:

- You'll see an instant pop-up when you score a goal
- Your prize will appear in the **Rewards History**

For Raffle Draw:

- Winners will be notified on XXXX

- Results will be shown on the **VISA × FIFA campaign page**

21. Do I still earn AXS Coins?

Yes!

You will continue to earn AXS Coins **as usual** when making bill payments.

Soccer Balls are earned **on top of** your normal Coins.

22. What happens if I uninstall or reinstall the app?

Don't worry — your Soccer Balls, history, and rewards are safely tied to your social sign on, or email account.

23. What happens if I updated late and didn't know I had Soccer Balls?

No worries — you still earned them.

Just update the app and they'll appear on your campaign page.