

Standard Chartered Charity Run 2011

10 July 2011

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FREQUENTLY ASKED QUESTIONS AND ANSWERS

A) Registration

1. How do I register?

- You can register at any Standard Chartered Bank branch.
- Registration forms can be obtained at any Standard Chartered Bank branch throughout the country.
- Registration forms can also be downloaded from our website – www.standardchartered.com/bn.
- Once you have completed your form and paid the relevant registration fee, you will receive a donation card to seek support from your friends and family towards you running in the race.

2. How much are the registration fees?

| Run Category | Registration fee |
|----------------|------------------|
| 10 km Men | BND 25.00 |
| 10 km Women | BND 25.00 |
| 5 km Men | BND 20.00 |
| 5 km Women | BND 20.00 |
| 2.3 km Fun Run | BND 10.00 |

- All registration fees will be donated to charity.

3. What payment options do I have for registration fees?

- You can pay your registration fees by cash over the counter at any Standard Chartered Bank branch during banking hours.
- You can also pay your registration fees anytime via Standard Chartered Bank's ATM machines (funds transfer) and Cash Deposit Machines (cash).
- If making payment by ATM or Cash Deposit Machines please ensure that you credit the payment into account number : 01001-042429-00
- Please ensure that you keep your receipt as proof of payment as the receipt must be attached to your registration form.
- Proof of payment does not mean proof of registration.

4. Can I register online?

- Online registration is not available, although registration forms can be downloaded. Please obtain a registration form and make payment for registration fees at any Standard Chartered Bank branch.

5. Can my friend or family member register for me?

- Yes, provided you pass on a completed registration form, your registration fee and a copy of your IC/ Passport to them.

6. Can a company or organisation register for the run?

- We are currently not accepting corporate / group registrations. Please encourage interested members of your organisation to sign up as individuals.
- Prizes given out for the Run are for individuals only, as such we will not be able to award prizes to a group or company.

7. What documents do I need to bring with me when I register?

- Please bring along your completed registration form, your IC or passport for verification and your registration fee.

8. When is the closing date for registration?

- The closing date for registrations is 20 June 2011.
- Any registration forms submitted after this date will strictly not be accepted.

9. I have already paid for my registration but I did not submit my form by the closing date, will it still be accepted?

- Proof of payment does not mean proof of registration.
- Please ensure that your registration form together with the receipt is submitted as soon as possible before the deadline to avoid disappointment.
- Any registration forms submitted after 20 June 2011 will strictly not be accepted.
- All registration fees will be donated to charity.

10. How do I know I have been successfully registered?

- You must complete your registration process at a Standard Chartered Bank branch and receive a Donation Card from the Bank.
- If you have paid for your registration fees before the deadline but did not submit your registration form, the Bank has the right to decline your registration. All registration fees will be donated to charity.

11. What happens if I do not show up on Run Day? Can I get a friend to take my place?

- No, registrations are non-transferrable.

12. Do I get a refund if I choose not to participate after registration?

- Registration fees are non-refundable. All proceeds raised from the collection of registration fees will be donated to charity.

13. Can I make changes to my particulars or race categories after submitting my registration?

- No, changes for run categories and other details will not be entertained after registration forms have been submitted for processing.

B) Run Categories

1. How many categories are there?

- There are 3 main race categories – (1) 10km (2) 5km and (3) 2.3km categories. The 10km and 5km category is further split into male and female. The 2.3km fun run category is an open category.
- Special needs individuals may also compete in any of the 3 categories.

2. Can I select the race category of my choice?

- Yes, you can but you must run in the correct gender category to ensure fairness.

3. What are the prizes for each category?

| Category | 1 st place | 2 nd place | 3 rd place | Special Needs |
|----------------------------|---|-----------------------|-----------------------|---------------|
| 10 km Men | \$500 | \$350 | \$200 | \$500 |
| 10 km Women | \$500 | \$350 | \$200 | \$500 |
| 5 km Men | \$300 | \$200 | \$100 | \$300 |
| 5 km Women | \$300 | \$200 | \$100 | \$300 |
| 2.3 km Fun Run | 1X iPod Shuffle and Standard Chartered goodie bag for first 5 runners | | | |
| Fancy Dress | 1X gift voucher each for best Fancy Dress costume Male and Female | | | |
| Spot the Liverpool T-shirt | 1X Liverpool Football Club merchandise goodie bag | | | |
| Highest Donation Collector | 1X iPod Touch 8GB | | | |

4. How do I take part for the fancy dress category and Spot-the-Liverpool T-shirt?

- For the fancy dress, show up and run in any interesting and creative outfit in blue and/or green. Fancy dress runners will be judged and winners will be selected.
- You can stand a chance to win a spot prize if you decide to run in your Standard Chartered Bank Liverpool Football jersey.

5. How do I qualify for the Special Needs category?

- Please provide indication of special needs by providing a letter from a medical practitioner or any special needs organisation that you may be registered with and attach this along with your completed registration form.

6. Are there special registration fees for the Special Needs category?

- Registration fees for the Special Needs category are the same as for other categories as indicated in Question (2) under the Registration section.

C) Charities

1. What charities will benefit from this event?

- Charities benefiting from the run are:
 - SMARTER
 - Learning Ladders
 - Standard Chartered Bank's Seeing is Believing Programme

D) Donation Cards

1. What is the donation card for?

- The donation card is for you to collect donations to contribute towards fund raising for the Standard Chartered Charity Run 2011.

2. Must I solicit for my own donations for this run?

- This event is a fund raiser and we appreciate your kind support to solicit for donations from your friends and family to support you in running the race that cares. All donations that you raise will go directly to charity.

3. Is there a minimum or maximum amount of donations to collect?

- There is no minimum or maximum amount to collect. However, the more you collect, the more will be contributed to charity.

4. Is there any prize for the highest amount of donations collected?

- Yes! We will be awarding the individual who has collected the most donations with a prize of an iPod Touch.
- Only 1 prize will be awarded for highest collector.

5. If I complete my donation card, can I continue collecting donations with another card?

- Yes, please visit any Standard Chartered Bank branch to obtain additional donation cards.
- You must bring your previous donation card along in order to obtain another card.

6. Does Standard Chartered Bank donate all the proceeds from the event to charity?

- Yes, we are delighted to share that 100% of proceeds raised from the event will be split equally and donated to SMARTER, Learning Ladders and Seeing is Believing.

7. When and how do I return my donation card and the money I have collected?

- Donation cards must be returned to either one of our designated branches – Bunut Branch or Seria Branch from 1 till 20 June 2011
- Please ensure that you also bring along and return the donations you have collected along with your donation card.

8. What happens if I lose my donation card?

- You must report your lost donation card to the police. The police will issue you with a receipt stating loss of card and you can then produce that receipt together with the donations funds you have collected to Standard Chartered Bank.

9. What if I do not return my donation card?

- Standard Chartered Bank will lodge a report with the police on all donation cards not returned. Records will be kept for this purpose.

- You will not receive your running kit and your registration will be cancelled.
- You can still participate in the run but you will not be eligible to win the Run prizes or the lucky draw prizes (unless you purchase additional lucky draw tickets).

E) Run T-shirt and Bib Number

1. How do I collect my Run T-shirt and Bib number?

- You need to return your original Donation Card in order to collect your Run T-shirt and Bib number.
- Run T-shirts and Bib numbers can be collected at either one of our designated branches – Bunut Branch or Seria Branch from 1 till 20 June 2011.

2. When can I collect my Run T-shirt and Bib number?

- You can collect your running kit from 1 till 20 June 2011.
- The running kit will consist of:
 - Exclusive Standard Chartered Charity Run T-shirt
 - Running Bib number
 - 1 lucky draw ticket
- Without the donation card or a police report slip (in the event that you lose your card), you will not be given your running kit.

3. Can I pre-book my Run T-shirt size and Bib number?

- No, pre-booking of T-shirt sizes and Bib numbers will not be entertained.
- T-shirt sizes will be given on a first come first serve basis as per stock available at the time of the collection.

4. Can I collect the Run T-shirt and Bib number on Run Day itself?

- No, Run T-shirts and Bib numbers will not be available for collection after the deadline which is 20 June 2011.

F) The Run Event

1. When will the Standard Chartered Charity Run 2011 event be held?

- The Standard Chartered Charity Run 2011 event will be held on 10 July 2011, Sunday.

2. Where is the event held?

- The event will start and finish off at the National Indoor Stadium, Berakas.
- The 10km, 5km and 2.3km route maps are available at the following sources:
 - Run event brochures
 - www.standardchartered.com/bn
 - Your donation card

3. What time will the event begin?

- The 10km category will be flagged off at 7:00am. The 5km category will be flagged off at 7:15am, and subsequently, the 2.3km category will be flagged off at 7:20am.
- We recommend that you arrive early to ensure you can warm up and store your bags (if needed) at our bag storage area.
- There will be a 10-minute warm up session conducted from 6.40am.

4. If I miss the flag off time for my category, can I still run?

- Yes, but your time will be counted as starting from the set flag off time for the category.

5. Is there a maximum capacity for the Standard Chartered Charity Run event?

- We will only be accepting up to 1,800 registrations for the Charity Run. Each category will also be limited to numbers as below:
 - 10km - 400 participants
 - 5km - 600 participants
 - 2.3km - 800 participants

- 6. If I win a run prize and am unable to claim the prize money, can I request for it to be collected on a different day?**
 - You will have 14 calendar days to collect your prize money from Standard Chartered Bank's Main Branch, failing which the prize money will be donated to charity.
- 7. Are there any refreshments provided for runners?**
 - Water will be provided at designated water stations along the run route on the day. Any other refreshments can be purchased on the day.
- 8. Will my time be officially recorded for the 10 km competitive category?**
 - The timing for the top 10 runners in the men's and women's category will be recorded and posted up on Run day.
- 9. Is there a cut-off time to complete the run?**
 - The cut off time for all categories will be 2.5 hours after flag off. After this time, you will be collected by a sweeper vehicle along the route and sent back to the finish point.
- 10. What if I am injured during the race or otherwise unable to finish the race?**
 - First aid stations will be located at the National Indoor Stadium area.
 - Race marshals will be stationed along the Run Route and will help you to contact a sweeper vehicle to transport you (injured/unable to complete race) back to the National Indoor Stadium where medics will be on standby to assist you.
 - Participants who are not able to complete the race will not be issued their certificate.
- 11. If I am not running, can I come to the event? Can I bring my family and friends to the event? Is there an entrance fee?**
 - All are welcome to the event, regardless if you are running.
 - There is no entrance fee to the event and you can enjoy the various booth activities available. Some activities will have minimal fees to participate.
- 12. I am running and would like to store my bags; is there a bag storage area?**
 - Yes, there will be a bag storage area for you to deposit your bags. Your bag will be marked according to your bib number. If you do not have a bib number on the day, we will not be able to accommodate bag storage for you.
- 13. What if it rains on the day of the event?**
 - The event will continue regardless of weather conditions. If weather conditions are severe, the event will be cancelled and all proceeds raised will be donated to charities as promised.
- 14. What if I forget my running bib on the day of the Run?**
 - All runners are required to wear their running bib during the race. Should you not have your running bib, you may still run but you will not be eligible for any prizes or certificates.

G) Lucky draw

- 1. Can I enter the lucky draw even though I am not running?**
 - Yes, you can enter the lucky draw even though you are not running by purchasing lucky draw tickets priced at \$1 each.
 - Lucky draw tickets will be on sale at any of our Standard Chartered Bank branches following registration deadlines as well as at our Standard Chartered Merchandise Booth on Run day itself.
- 2. How do I enter the lucky draw?**
 - If you are participating in the run, you will automatically receive 1 entry into the lucky draw. If you would like more chances for the lucky draw, you can purchase more lucky draw tickets as stipulated in the question above.
 - If you are not running, you can purchase lucky draw tickets as stipulated in the question above.
 - You are responsible for entering your lucky draw ticket stub into the draw box on Run Day itself which will be located at our Standard Chartered Merchandise Booth.

- All proceeds from the sale of the lucky draw tickets will be donated to the three charities.
- 3. When will the lucky draw be conducted?**
 - The lucky draw will be conducted on the day of the event, 10 July 2011 at the National Indoor Stadium.
 - 4. What if I am not able to attend the Run event? Can a representative claim the prize for me?**
 - You would need to be present to claim your prize.
 - So long as your representative attending the event has your ticket stub, they can claim your prize for you on your behalf.
 - 5. What are the lucky draw prizes?**
 - We expect to have attractive lucky draw prizes and these include air tickets, electronics and a variety of gift vouchers.
 - Please look out for more updates on this on our website and Facebook page.

H) Bag Storage Services

- 1. Will there be bag storage services provided?**
 - Yes, we will be providing bag storage services on Run Day.
 - Runners wishing to use this free storage service must lodge their items at the Bag Storage Booth earliest possible.
 - The Bag Storage Booth will be open from 6:00am onwards and will only close at the end of the event.
- 2. How do I lodge my items at the Bag Storage area?**
 - Simply present your bag at the Bag Storage booth with your running bib number. Your bag will be tagged according to your bib number.
 - You must ensure that you do not lose your bib number in order to claim your items after your run.
 - Simply present your bib at the Bag Storage booth to retrieve your items.
- 3. What if I find my items missing when I collect my bag?**
 - As much as possible, we will try our best to ensure that your belongings are safely stored.
 - We recommend that you avoid storing items of value at the Bag Storage booth and will not be held responsible for any items missing at time of lodgement.

I) Certificate Collection

- 1. Do I get a certificate for participating in the Standard Chartered Charity Run 2011?**
 - All runners will receive a certificate for your participation in the Run.
- 2. Will I be able to change the name on my certificate after submission of the Registration form?**
 - No, changing of names on the certificate will not be entertained after submission of the Registration form.
- 3. Where and when can I collect my certificate?**
 - Certificates will be available for collection on the day of the event at the Certificate Collection Booth after the Run.
 - You must have your Run bib with you in order to collect your Certificate.
- 4. What if I am unable to collect my certificate on the day of the event?**
 - In the event that you fail to collect your certificate on the day of the event, you will be able collect it at our Main Office Branch. Certificates will be stored until 22 July 2011, after which requests for collection will not be entertained.
 - Certificates will not be reprinted in the event that you lose or damage your Certificate.

ENDS