DBS Quick Credit app Frequently Asked Questions

1. **What is DBS Quick Credit app?**
   DBS Quick Credit app is your one-stop solution to loan application on the go! This new mobile application enables fast application of DBS loan offerings now on your mobile! Combining the OCR (Optical Character Recognition) technology with an instant loan application status capability, loan application has never been easier.

2. **What sets DBS Quick Credit app apart from other competitors' offering?**
   With DBS Quick Credit app, DBS is the first in Singapore to launch such mobile application enabling loan application with an instant application status*. Catering to the increasingly eSavvy customers, you can now find out your loan application status instantly whilst applying for loans on your smartphones at your convenience!

3. **How does the OCR (Optical Character Recognition) technology work on DBS Quick Credit app?**
   DBS Quick Credit app assembles the OCR (Optical Character Recognition) technology that allows information from images of documents taken to be captured and pre-populated onto your loan application form. This saves you the tedious process of filling up the entire application form field by field.

4. **Why are some of the information pre-populated incorrectly onto the application form?**
   DBS Quick Credit app assembles the OCR (Optical Character Recognition) technology that allows information from images of documents taken to be captured and pre-populated onto your loan application form. However, there may be instances where the picture captured was not clear, hence the information was not pre-populated correctly. Do check through the fields on the application form before you submit the application.

5. **What are the products available for application on DBS Quick Credit app?**
   Products available for application are the DBS Cashline (Revolving Credit Line) and POSB Loan Assist (Instalment Loan).

6. **If I am an existing DBS Cashline / POSB Loan Assist account holder, can I apply for the account again?**
   If you are an existing DBS Cashline customer, you will not be eligible to apply for another DBS Cashline account or POSB Loan Assist account.

   If you are an existing POSB Loan Assist customer you may apply for a 2nd POSB Loan Assist (subject to approval at the Bank's discretion).

7. **Do I need to provide and upload all the documents requested in the app?**
   You are encouraged to upload all the required documents to facilitate the processing of your loan application. In the event if you did not submit all the mandatory documents, we will contact you for provision of the relevant documents.

8. **After I had submitted the loan application via the DBS Quick Credit app, how long does it takes for DBS to follow up on my application?**
   Our bank representative will contact you within the next working day (Mon – Fri) to follow up on your application.

9. **Why is there a need for a Bank representative to contact me after I have submitted my application and received an approval status?**
   The approval of your loan application through the DBS Quick Credit app is subject to our Bank representative contacting you for full authentication and validation of completed information as well as receipt of all mandatory documents.

10. **Where can I download the DBS Quick Credit app?**
    Download of the application is free and is now available on the Apple App Store and Google Play.

11. **If I apply for a POSB Loan Assist via the DBS Quick Credit app, when will the approved funds be credited into my account?**
    The approval of the POSB Loan Assist application by DBS through the DBS Quick Credit app is subject to full authentication and validation of completed information of the applicant and receipt of all mandatory documents from the applicant. The approved funds will be credited to your designated account after you receive a SMS on informing you of your loan approval.

12. **If I apply for a DBS Cashline via the DBS Quick Credit app, when will I receive the DBS Cashline chequebook/ ATM card?**
    The approval of the DBS Cashline by DBS through the DBS Quick Credit app is subject to full authentication and validation of completed information of the applicant and receipt of all mandatory documents from the applicant. After which, DBS Cashline chequebook/ATM card will be sent to you in the next 7 working days.

13. **I have submitted a request to withdraw funds from the DBS Cashline account. Will I be able to access my requested funds immediately after receiving the application approval status on mobile?**
    No. Your mobile application will still be subjected to a final loan approving process with our Bank representative contacting you to follow up on your application. Requested funds will be disbursed in the next 3 working days should the loan approval decision remain.

14. **If I was interrupted while completing an application, do I have to fill in a new application again?**

    No, your current application will not be deleted. You may resume your application within the next 24 hours of the interruption.

15. **Who should I contact should I require further information on DBS Quick Credit app?**

    For more information, please visit our website www.dbs.com.sg/ quickcredit. Alternatively, you may contact our 24-Hour Customer Service Hotline 1800 111 1111 if you have further queries.

16. **Where can I find out more about the loan products offered on the DBS Quick Credit app?**

    You may click on the Product Info button on the main page of the DBS Quick Credit app to find out more about the products.

17. **What is the interest rate, fees and charges on DBS Cashline and/or POSB Loan Assist?**

    You may click on the Product Info button on the main page to find out more about the products. For more details, you can also visit the following:
    - http://www.dbs.com.sg/personal/cashline; or
    - http://www.posb.com.sg/loanassist

*The approval of the personal loan application by DBS through the DBS Quick Credit mobile application is subject to full authentication and validation of completed information of the applicant and receipt of all mandatory documents from the applicant.