DBS Complete Your Profile Campaign
Frequently Asked Questions

Q1. How do I participate in the Campaign?

All DBS/POSB Internet Banking Customers are eligible for this Campaign. No registration is required. The Campaign Period is from 7 December 2020 to 31 December 2020, both dates inclusive.

To participate in this Campaign, customers will have to:

i. Log in to digibank (desktop/mobile app) and access DBS NAV Planner by clicking on the "Plan" tab.
ii. Complete all four Eligible Actions within the Campaign Period to qualify for the Reward.

Q2. What are the actions I must do to complete the Campaign?

There are four Eligible Actions that customers must complete.

No.	Action
1	Connect and retrieve your data via SGFinDex.
2	Set your desired age for financial freedom.
3	Tell us your investment preferences by completing the Investment Questionnaire.
4	Complete your protection profile.

Q3. How will I know if I have successfully completed an Action?

An email notification ("Progress Update Email") will be sent to Eligible Customers when they have completed any one or two of the Eligible Actions to the DBS registered email address. This e-mail will only be sent to customers who are not on the PDPA list and is sent once a week on 10th, 17th, 24th and 28th December 2020. To learn more on how to update your email address, please visit go.dbs.com/sg-profileupdate.

Q4. How will I know if I have successfully completed the Campaign?

An email notification ("Completion Notification Email") will be sent to Qualified Customers after they have completed all four Eligible Actions, within 3 business days. Qualified Customers will be asked to indicate their choice of the Webinar in the same email. To learn more on how to update your email address, please visit go.dbs.com/sg-profileupdate.

Q5. What is the reward for completing the Campaign?

The Reward is an invitation to an exclusive once-off online Webinar. Qualified Customers will be given two options and will be asked to select only one. Both Webinars will be held in Jan 2021.

Q6. What are the Webinars about?

There will be two options and customers will be asked to select only one. The two options are:

Option	Topic	Date and Time	Description
1	Investment	7 Jan 2021, 4.00pm	Market Insight by Hou Wey Fook, DBS Chief Investment Officer.
2	Retirement	14 Jan 2021, 7.30pm	How to Retire Well by Lorna Tan, DBS Head of Financial Literacy.

Q7. Are there capacity constraints to the Webinars?

Yes, there are capacity constraints. As such, the Webinars are awarded on a first come first serve basis, subject to its availability. Should one Webinar be fully redeemed, Qualified Customers will be offered the other Webinar (if available).

Q8. How do I choose the Webinar?

Upon completing all four Eligible Actions, you will receive an email notification ("Completion Notification Email") within 3 business days. There will be a link to direct you to a webpage to indicate your choice.

Q9. How do I know if I have secured a spot in the Webinar?

Upon selection of the Webinar, Qualified Customers will receive an email confirmation ("Webinar Confirmation Email") within 5 business days. A separate e-mail will be sent with event details to the selected Webinar closer to the webinar date. These e-mails will be sent using yournav@dbs.com