

Frequently Asked Questions for DBS x CapitaStar Retailholic Programme (“Programme”)

1. What is the DBS x CapitaStar Retailholic Programme?

The DBS x CapitaStar Retailholic Programme is a beta programme enabled by DBS and CapitaLand Malls to reward DBS/POSB Principal Cardmembers who are existing CapitaStar members with a:

- 5% rebate (in the form of eCapitaVouchers) on their eligible purchases made at participating Food & Beverage stores as categorized by CapitaLand Mall in the respective mall’s store directory and;
- 3% rebate (in the form of eCapitaVouchers) on their eligible purchases made at all other participating stores in the participating malls.

2. Which CapitaLand Malls are under this Programme?

For this beta programme, only purchases made at participating stores in Plaza Singapura and Tampines Mall are eligible to earn the 5% rebate (for Food & Beverage spend) and 3% rebate (all other spend) in the form of eCapitaVouchers.

3. Do I need to pay a fee to participate in this Programme?

Yes, there is a one-time fee of S\$6.42 (inclusive of GST) which is chargeable when you register for the programme. Upon registration, you will be charge S\$6.42 and payment has to be made with a DBS/POSB Credit or Debit Card (Visa or Mastercard only).

4. How much rebates (in the form of eCapitaVouchers) can I get from this Programme?

You will earn 5% rebate in the form of eCapitaVouchers on all eligible Food & Beverage purchases as categorized by CapitaLand Mall in the respective mall’s store directory and 3% rebate on all other purchases made at participating stores in Tampines Mall and Plaza Singapura during the periods set out below. The rebate will be capped at S\$25 eCapitaVouchers per spend period, and up to S\$50 eCapitaVouchers per customer.

- Spend Period 1: 1 Oct – 31 Oct 2022
- Spend Period 2: 1 Nov – 30 Nov 2022

5. When will I receive the rebates?

The rebate (in the form of eCapitaVouchers) earned for each spend period will be credited into your CapitaStar account by the 9th of the following month. Please refer to Rebate crediting schedule below.

- Total eCapitaVouchers earned for Spend Period 1 will be credited by 9th November 2022
- Total eCapitaVouchers earned for Spend Period 2 will be credited by 9th December 2022

6. What is the validity period for the rebates that have been credited into my CapitaStar account?

The rebates in the form of eCapitaVouchers will be valid for 1 month from the date of issuance as indicated in your CapitaStar app. Extension of validity is strictly not allowed.

7. What is an eligible purchase?

An eligible purchase (i.e. Qualified Spend) refers to a retail transaction charged to a DBS/POSB Credit or Debit Card by a registered Cardmember at participating stores in Plaza Singapura and Tampines Mall. The purchase has to be made between 1 Oct to 30 Nov 2022. Exclusions apply, kindly refer to [T&Cs](#). DBS shall not be responsible for any failure or delay by merchants in posting of sales transactions which may result in transactions being omitted from the computation of the Qualified Spend.

8. Is there a minimum spend for each eligible purchase?

No. There is no minimum spend condition set for this programme. However, do note that if you wish to also earn STAR\$ on your purchase, then the minimum spend required is S\$20 in a single receipt, as listed in the CapitaStar Rewards Programme.

9. How can I track my total qualified spend for the Programme?

You will receive a weekly update (every Saturday) from DBS via eDM/push notifications on your total eligible spend and total rebates earned as of the nearest Friday. A monthly summary update will also be sent to you at the end of each spend period.

10. Who is eligible to participate in this Programme?

All DBS/POSB Credit & Debit Principal cardmembers who are existing CapitaStar members are eligible to register for this programme, capped at the first 5,000 registrations only.

11. I am an existing DBS/POSB Cardmember but I do not have a CapitaStar membership. Can I still register for this programme?

You would need to be an existing CapitaStar member to register for the Programme. You can choose to sign up as a new CapitaStar member through the CapitaStar App and then register for this programme.

12. When can I register for the Programme?

As this is a beta programme, we will only be taking in customer registrations from 1 to 30 Sep 2022.

13. How can I register for the Programme?

- Visit <https://go.dbs.com/sg-capitastarretailholic> and tap on the “Register Now” button between 1 to 30 Sep 2022
- Login with your DBS Internet Banking credentials (only applicable for Principal Cardmembers)
- Input your CapitaStar Member ID (click [here](#) for guide to locate CapitaStar Member ID)
- Make payment for S\$6.42 (inclusive of GST) one-time fee with your DBS/POSB Credit or Debit Card (Visa or Mastercard only)
- You will receive a notification from DBS on your successful registration.

14. How will the S\$6.42 fee appear in my Credit Card statement?

The one-time fee of S\$6.42 for the programme will be shown on your monthly DBS Credit Card statement of account together with other Credit Card transactions. It will be specified under descriptor “CAPITASTAR RETAILHOLIC”.

15. Who are the participating retailers in Plaza Singapura and Tampines Mall?

For list of participating merchants in Plaza Singapura and Tampines Mall, click [here](#).

16. What are the excluded retailers in Plaza Singapura and Tampines Mall?

For list of retailers excluded from the Programme, click [here](#).

17. Can I participate if I am a Supplementary Cardmember?

No, the programme is only open for Principal cardmembers.

18. Will the 5%/3% rebate in the form of eCapitaVouchers be on top of my existing DBS/POSB Card's benefits?

Yes, this Programme does not affect your usual rewards that you earn for using your DBS/POSB Cards. For example, if you are using your DBS Live Fresh Card that lets you earn up to 5% cashback on contactless spend, you will continue to enjoy this benefit.

19. Will NETS/PayLah!/ Cash transactions be counted as eligible purchase?

No. Only payment made with DBS/POSB Credit and Debit Cards will be eligible for the Programme.

20. I submitted the incorrect CapitaStar Member ID during registration, what should I do?

If an incorrect CapitaStar Member ID is provided during registration, we will not be able to credit the eCapitaVouchers earned to you. Please double check Member ID submission during registration.

21. Can I de-register from the programme and get a refund for the one-time fee?

No. As this beta programme only last from Sep to Nov 2022, we will not be allowing customers to unsubscribe from the programme. Refund of the one-time fee is also not permitted.

22. Is this programme related to the DBS x CAPITASTAR Instant Shop & Earn Programme?

No, these are 2 separate programmes. You don't need to sign up for the DBS x CAPITASTAR Instant Shop & Earn Programme before signing up for the DBS x CapitaStar Retailholic Programme.

23. Who do I contact if I have feedback on the Programme?

As this is a BETA programme, your valuable feedback on your experience is greatly appreciated. You may submit your inputs [here](#).