

Frequently Asked Questions for Pay Later Instalment Payment Plans

1. What is Pay Later?

Pay Later is an instalment program enabled by Mastercard with Pine Labs. It allows eligible DBS/POSB Credit Cardmembers to easily split their full purchase amount into equal monthly instalments spread over a repayment period at participating in-store and online merchants.

2. How does Pay Later work?

For participating in-store merchants:

Simply charge your purchase to your eligible DBS/POSB Credit Card and, request for Pay Later to split your purchase into easy monthly instalments. The merchant will prompt you to select the instalment plan of your choice on the Pay Later app which is installed on their POS terminal.

For participating online merchants:

Simply choose the 'Pay Later' option when checking-out on the participating merchant's online store and select the instalment tenure of your choice. The online merchant will then prompt you to enter your card details to complete the checkout.

3. Where can I use the Pay Later?

You can shop with Pay Later in store or online at participating merchants. The participating merchants will display point of sales materials bearing the below identifier:



Easy Monthly Installments

4. What are the different instalment tenures?

Cardmembers will have the option to split the full purchase amount into monthly instalments across different tenures. The most common tenures are 3, 6 and 12 months. Tenures may vary across participating merchants so please check with the merchant for details.

5. Which DBS/POSB Credit Cards can I use for Pay Later?

Pay Later is applicable for all DBS/POSB Visa/Mastercard/Amex Credit Cards, inclusive of supplementary and commercial cards issued in Singapore.

6. Do I need to pay any interest or fees to Pay Later?

No, there are no interest or fees payable to use Pay Later, if you pay your monthly instalments in full by the due date.

7. Do I need to download any mobile app or register my eligible DBS/POSB Credit Card in order to use Pay Later?

No mobile app download or registration is required.

At participating in-store merchants: simply let the in-store assistant know that you would like to use Pay Later for your purchase (before you present your card for initiating the payment).

At participating online merchants: simply choose the 'Pay Later' option at check-out and follow the steps indicated on the website.

8. Who are the participating merchants in the Pay Later?

Please refer to the Pay Later website at <http://go.dbs.com/sg-PayLater> for the full list of participating merchants. We will be constantly adding merchants to the list, so keep checking in to be notified whenever new partner merchants are added.

For merchants that do not accept Pay Later, you can still choose to split your payment using DBS My Preferred Payment Plan. [Learn More](#).

9. Can I use my eligible DBS/POSB Credit Card at participating merchants overseas?

Pay Later does not currently support overseas transactions. It is only available for local transactions made at participating merchants. For example, a DBS/POSB Credit Card issued in Singapore can only be used to make a transaction at a participating merchant enrolled in the Pay Later program in Singapore.

10. Is there a minimum and maximum qualifying spend amount when using Pay Later?

The minimum spend in a single transaction to qualify for Pay Later transaction is S\$100. This amount may vary across participating merchants.

The maximum spend amount for a Pay Later transaction is capped at the Cardmember's available credit limit.

11. Do I have to pay an instalment processing fee to make a purchase using Pay Later?

No processing fee will be charged to the cardmember for a Pay Later transaction.

12. What is the interest rate that I will be charged for making a purchase using Pay Later?

You can use Pay Later at 0% interest when you pay with DBS/POSB Credit Cards for purchases at participating merchants

13. Will I be charged a penalty / late fee if I miss an instalment re-payment deadline?

If any instalment payment that was due in your monthly credit card statement is not received by DBS Bank in full, DBS Bank reserves the right to levy the applicable late fees and/or finance/interest charges on the outstanding amounts at our prevailing rate(s).

For details on Finance/Interest Charges, please click [here](#).

For details on late fees, please click [here](#).

14. Will I be eligible to earn reward points for purchases made with Pay Later?

Purchases made will not earn DBS Points / Daily\$ and any other Rewards currency that is issued by DBS Bank.

15. Will my Pay Later purchases be counted as eligible spend in DBS Spend-&-Redeem Campaigns?

No, Pay Later is an instalment plan and instalment plan purchases are not eligible for DBS Spend-&-Redeem campaigns.

16. How does making a Pay Later transaction affects my Credit limit?

Upon a successful Pay Later transaction at the participating merchant:

- The full purchase amount will be authorized against your credit card (i.e., your credit limit will be reduced accordingly)
- The instalments will be billed on a monthly basis to your credit card account and as you pay off each instalment payment, your credit limit will be re-instated accordingly.

17. Do all products and services at participating merchants qualify for Pay Later?

The participating merchants reserve the right to decide on the products and services that are available for purchase using Pay Later. Please ask the participating merchants for more details before making your purchase.

18. Who should I contact if my online order paid has not arrived yet?

Please contact the participating merchant to verify your order status as DBS Bank is not an agent of the merchant and makes no warranty or representation as to the quality, merchantability or fitness for purpose of the Merchant's goods and services.

DBS Bank does not have any influence over the delivery of your order. Any dispute about the same must be resolved directly with the Merchant.

19. What should I do if I want to refund or cancel my purchase made at a participating merchant?

What will happen to my Pay Later instalment plan?

Please contact the merchant directly for refunds or cancellation of purchases and orders.

Subsequently, you would need to contact DBS Bank if you would like to cancel your Pay Later instalment plan. Please ensure that the refund obtained from the merchant has been credited into the DBS/POSB Credit Card that was used to make the original purchase before you contact the Bank.

Cancellation of instalment plans are subject to the terms and conditions of DBS Bank.

20. Can I terminate my Pay Later instalment plan prior to the original tenure which was agreed at the time of the purchase?

An early termination fee of S\$150 per Pay Later instalment plan will be imposed on cardmembers who choose to cancel their existing instalment plan before the end of the

repayment period. The termination fee payable may be revised by DBS Bank from time to time in its sole and absolute discretion.

21. Can I change the tenure of the Pay Later instalment plan after the purchase has been made?

No, the tenure cannot be changed after the purchase has been made.

22. What happens if I decide to cancel my DBS/POSB Credit Card before my instalment plan is re-paid in full?

If you decide to cancel your DBS/POSB Credit Card, all instalment plans including Pay Later Instalment Plans that are currently financed through the card will be terminated and made payable immediately. Subsequently an early termination fee of S\$150 per instalment plan will be imposed.

23. Where can I view details of my Pay Later instalment plan?

Your Pay Later Instalment Plan details are shown on your monthly DBS Credit Card statement of account together with other Credit Card transactions. It will be specified under “Instalment Plans Summary Plan” under descriptor “PAY LATER INSTALMENT PLAN” and will include details such as principal amount, no. of instalment tenure, remaining no. of instalment payments to pay and outstanding amount due.