

## Frequently Asked Questions

### DBS Takashimaya Rewards Programme on DBS PayLah!

#### Q1 . What is DBS x Takashimaya Rewards Programme about?

DBS x Takashimaya Rewards Programme is a tile in DBS PayLah! that allows you to check your latest Takashimaya Bonus Points balances, Takashimaya Bonus Points earned at transaction level and access your past 90 days transaction history in Takashimaya Department Store and participating specialty stores in Takashimaya Shopping Centre.

#### Q2. Do I need to register for this Programme?

No, you do not need to register for this Programme. You need to be an existing DBS Takashimaya Credit or Debit Cardmember to access the Takashimaya tile in DBS PayLah!

#### Q3. I have just made a transaction on my DBS Takashimaya Card at Takashimaya Department Store but I am unable to view my latest transaction on the dashboard. What should I do?

For iOS users, click on the refresh button found on the top right-hand corner of your screen. Your most recent transaction will appear on the top of your transaction history.

For Android users, click on the three dots found on the top right-hand corner of your screen, click on the refresh button. Your most recent transaction will appear on the top of your transaction history.

#### Q4. I am not a DBS Takashimaya Cardmember, can I still check my transaction history in the Takashimaya tile on DBS PayLah! app?

No, you will not be able to access the Takashimaya tile in DBS PayLah! if you are not an existing DBS Takashimaya Credit or Debit Cardmember. Please sign up for a DBS Takashimaya Card to start enjoying shopping perks!

#### Q5. I am a DBS Takashimaya Cardmember, why am I unable to view all my DBS Takashimaya Card(s) on the dashboard?

If you are a Principal Cardmember, you will only be able to view the DBS Takashimaya Card(s) that are under your name in the dashboard. You cannot view your supplementary cards and vice versa.

If your DBS Takashimaya Cards are cancelled, blocked, not activated or expired, it will not appear in the dashboard.

**Q6. I just applied for a DBS Takashimaya Visa Credit/Debit Card instantly online and paid using Mobile Wallet at Takashimaya Department Store. Why am I unable to view my Card and Takashimaya Department Store transaction details on the dashboard?**

You will be able to view your DBS Takashimaya Credit/Debit Card on the dashboard after you have successfully activated your physical card. The eligible transaction(s) and Bonus points earned at Takashimaya Department Store will be reflected on the dashboard within 3 working days from the date of purchase.

**Q7. I just applied for a DBS Takashimaya Visa Credit Card instantly online and paid using Mobile Wallet at Takashimaya Shopping Centre. Why am I unable to view my Card and Takashimaya Shopping Centre transactions details on the dashboard?**

You will be able to view your DBS Takashimaya Credit Card on the dashboard after you have successfully activated your physical card. Bonus Points will only be awarded for your subsequent eligible spend at participating specialty stores in Takashimaya Shopping Centre, 1 day after your physical card has been activated.

**Q8. Will I be able to earn Takashimaya Bonus Points if I paid via other DBS/POSB Cards?**

No, Takashimaya Bonus Points can only be earned on DBS Takashimaya Credit or Debit Cards. Please refer to Q14 for more information.

To find out more and apply for a DBS Takashimaya Card, you may log into DBS iBanking or visit the following links:

DBS Takashimaya Credit Card, [click here](#).

DBS Takashimaya Debit Card, [click here](#).

**Q9. How do I redeem my Takashimaya Bonus Points?**

Please visit Customer Service Centre at Takashimaya Department Store, Level 3 to redeem your Takashimaya Bonus Points. Every 100 Takashimaya Bonus Points allows you to redeem S\$30 Takashimaya Gift Vouchers, which can be utilised at Takashimaya Department Store.

**Q10. When do my Takashimaya Bonus Points expire?**

The expiry of your Takashimaya Bonus Points follows the expiry of your DBS Takashimaya Card. Kindly redeem your Takashimaya Bonus Points before the card expires. Any un-utilised Takashimaya Bonus Points will be forfeited.

**Q11. Can I combine my Takashimaya Bonus Points across the different DBS Takashimaya Cards?**

No, Takashimaya Bonus Points cannot be combined across Principal or Supplementary Cards and different DBS Takashimaya Cards.

**Q12. What transactions will earn DBS Takashimaya Bonus Points at Takashimaya Department Store?**

Transactions charged to your DBS Takashimaya Credit or Debit Card at Takashimaya Department Store in Singapore.

Please take note that the following purchases does not earn Takashimaya Bonus Points in Takashimaya Department Store:

- Cold Storage, Food Village and selected food merchants at Food Hall, B2.
- Alteration, Shoe Repair, Dry-cleaning, Delivery and any other services
- Takashimaya Gift Vouchers
- Any other purchases as stipulated by Takashimaya Department Store from time to time.

With effect from 1 Jun 2022, any transaction with transaction description “AMAZE\*” will be excluded from any DBS Takashimaya Card privileges i.e.; Takashimaya Bonus Points, etc.

**Q13. What transactions will earn Takashimaya Bonus Points at participating specialty store in Takashimaya Shopping Centre?**

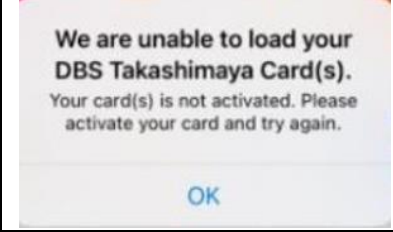
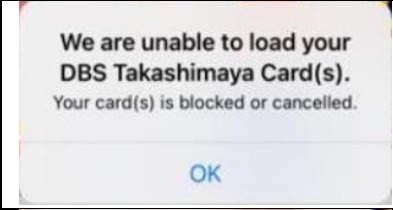
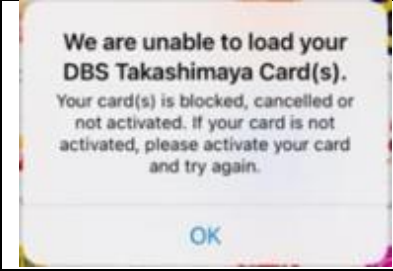
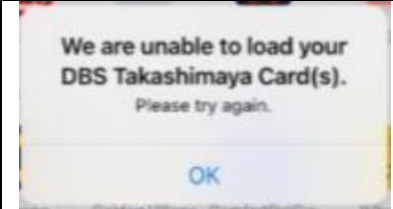
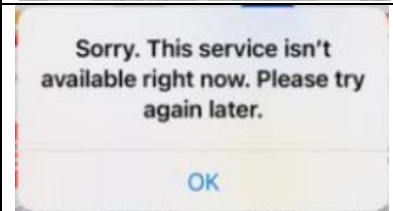
Transactions (excluding Instalment Payment Plans and with effect from 1 June 2022, any transaction description with “AMAZE\*”) charged to a DBS Takashimaya Credit Card at participating specialty store in Takashimaya Shopping Centre from Basement 2 to Level 4 will be awarded Takashimaya Bonus Points. Please visit <https://www.takashimayasc.com.sg/dbstakashimaya-privileges/> for the latest update on the list of participating specialty stores.

**Q14. What are the criteria for the Takashimaya Bonus Points accumulations?**

|                                                               | DBS Takashimaya American Express Credit Card | DBS Takashimaya Visa Credit Card     | DBS Takashimaya Visa Debit Card     |
|---------------------------------------------------------------|----------------------------------------------|--------------------------------------|-------------------------------------|
| Takashimaya Department Store                                  | Every S\$10 charged = 2 Bonus Points         | Every S\$12 charged = 2 Bonus Points | Every S\$10 charged = 1 Bonus Point |
| Participating specialty stores in Takashimaya Shopping Centre | Every S\$30 charged = 2 Bonus Points*        | Every S\$30 charged = 1 Bonus Point  | Not eligible                        |

\* 1% voucher rebate with every S\$30 charged is awarded to DBS Takashimaya Visa and American Express® Credit Card. Additional 1% voucher rebate with every S\$30 charged is awarded to DBS Takashimaya Amex Card till 30 June 2022. Please visit <https://www.takashimayasc.com.sg/dbstakashimaya-privileges/> for the latest update on the list of participating specialty stores.

**Q15. I am receiving the following error messages and unable to load my Takashimaya dashboard on DBS PayLah! app. What should I do?**

|                                                                                     |                                                                                                                                                                                                                                                                                                 |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | <p>If your Card(s) is currently not activated, you may activate your new card easily via channels like DBS digibank, DBS/POSB ATM, SMS Banking and DBS digibot. <a href="#">Click here for more information.</a></p>                                                                            |
|    | <p>If your Card(s) is currently blocked or cancelled,</p> <ul style="list-style-type: none"> <li>- Please reapply for a new DBS Takashimaya Credit or Debit Card; OR</li> <li>- Please wait patiently for your replacement Card to reach you and remember to activate your new Card.</li> </ul> |
|   |                                                                                                                                                                                                                                                                                                 |
|  | <p>The service is temporarily unavailable. Please try again later.</p>                                                                                                                                                                                                                          |
|  |                                                                                                                                                                                                                                                                                                 |

**Q16. What do the following reason codes on the transaction description mean?**

| <b>Reason Codes</b>                     | <b>Reasons</b>                                                                          |
|-----------------------------------------|-----------------------------------------------------------------------------------------|
| Takashimaya Bonus Points Transfer (C01) | <b>Points updated by System</b>                                                         |
| Takashimaya Bonus Points Transfer (C02) | <b>Points updated by Customer Service</b>                                               |
| Takashimaya Bonus Points Transfer (C03) | <b>Ad-hoc points update</b>                                                             |
| Takashimaya Bonus Points Update (C01)   | <b>Cashier related adjustments</b>                                                      |
| Takashimaya Bonus Points Update (C02)   | <b>Customer related adjustments</b>                                                     |
| Takashimaya Bonus Points Update (C08)   | <b>System Error</b>                                                                     |
| Takashimaya Bonus Points Update (C09)   | <b>Stolen/ Fraud Card</b>                                                               |
| Takashimaya Bonus Points Update (C10)   | <b>Faulty/Damaged Card</b>                                                              |
| Takashimaya Bonus Points Update (C14)   | <b>Others</b>                                                                           |
| Takashimaya Bonus Points Update (C15)   | <b>Takashimaya Machine Fault</b>                                                        |
| Takashimaya Bonus Points Update (C16)   | <b>DBS terminals down</b>                                                               |
| Takashimaya Bonus Points Update (C18)   | <b>TK Amex Card spend at Takashimaya Department Store</b>                               |
| Takashimaya Bonus Points Update (C19)   | <b>Refund Transaction</b>                                                               |
| Takashimaya Bonus Points Update (C23)   | <b>Instalment Payment Plans (IPP) at Takashimaya Department Store with TK Amex Card</b> |
| Takashimaya Bonus Points Update (C26)   | <b>TK Visa Card spend at Takashimaya Department Store</b>                               |
| Takashimaya Bonus Points Update (C27)   | <b>Instalment Payment Plans (IPP) at Takashimaya Department Store with TK Visa Card</b> |
| Takashimaya Bonus Points Update (C30)   | <b>Takashimaya Department Store Online Transaction</b>                                  |
| Takashimaya Bonus Points Update (C31)   | <b>Takashimaya Shopping Centre Transaction</b>                                          |



Monies in DBS PayLah! are a deposit. SGD deposits are insured up to S\$75k by SDIC.