

# UTU Rewards Thailand Program for DBS/POSB cardmembers

## FAQs

### 1. What is the UTU Rewards Thailand Program about?

UTU Rewards Thailand is a loyalty program with network of over 15,000 participating outlets in Thailand (particularly Bangkok). The program enables members on the UTU Rewards Thailand mobile app to earn, redeem, convert their UTU Points into cashback when they shop with their registered credit/debit cards at the participating merchants.

### 2. What are the benefits to DBS/POSB Cardmembers?

- a. **Accelerated sign-up** on UTU Rewards Thailand mobile app when you log in with DBS digibank, allowing registration fields to be automatically populated for easy form filling
- b. All **eligible DBS/POSB cards will be registered** for earning of UTU points upon successful login with DBS digibank, saving you the hassle of keying in your card details
- c. **Earning UTU Points** from your DBS/POSB credit/debit card spend in participating brand stores in Thailand - refer to the list of participating brands under the Brands tab on the UTU app
- d. **Convert DBS Points or POSB Daily\$ to UTU Points** to top up your UTU Points and use them to offset your next purchases at participating brand stores in Thailand

### 3. How do I register for a UTU Account/Membership?

When you choose to sign up with DBS digibank, you will be re-directed to DBS digibank for authentication. Login with your User ID and PIN to continue.

#### a. Verify your details

All the information such as your Name, Country of Residence, Email Address and Mobile Phone Number will be pre-populated to accelerate the registration process.

You may verify the information and update them where applies. You are also required to create a UTU Password to complete the registration process.

#### b. Select a default card and start shopping

Select a default card for Cashback. Choose only ONE of your DBS/POSB Cards to receive your Cashback. To qualify for Cashback, you will need to make a purchase(s) at a UTU Brand store and accumulate at least 1,000 UTU Points.

**4. I downloaded the UTU Rewards Thailand mobile app but I do not see the 'Sign up with DBS digibank' option?**

On the UTU app main page, make sure the Country of Residence is 'Singapore'.

**5. How do I qualify to receive the welcome offers in my push notifications?**

The welcome offers are valid for new UTU members only.

You need to sign up via DBS digibank and register at least one DBS/POSB MasterCard/ Visa/ UnionPay credit or debit card successfully. You will not receive welcome offers if you did not sign up with DBS digibank, or you have not registered any eligible DBS/POSB credit/debit card successfully.

Please note that AMEX cards are not supported by UTU currently.

**6. How do I retrieve my welcome offers?**

The welcome offers with unique codes with unique Promo Codes will be sent to you via Push Notification once you qualify. You may also check your Notifications by tapping on the 'bell' on the right corner on your UTU App dashboard page.

Terms and conditions of the welcome offers apply. Visit [th.utu.global/dbs](https://th.utu.global/dbs) for details.

## 7. How do I earn UTU Points, redeem and receive cashback to my DBS/POSB Card?

Upon successful registration of your DBS/POSB cards, you can start earning UTU Points at participating brands. Redeem minimum 1,000 UTU Points to trigger cashback to your selected cashback card in the UTU app.

### a. Earn UTU Points

- Earn UTU Points at participating partners in Thailand, refer to Brands tab on UTU app  
OR
- Top up by converting DBS Points/POSB Daily\$ to UTU Points on the app

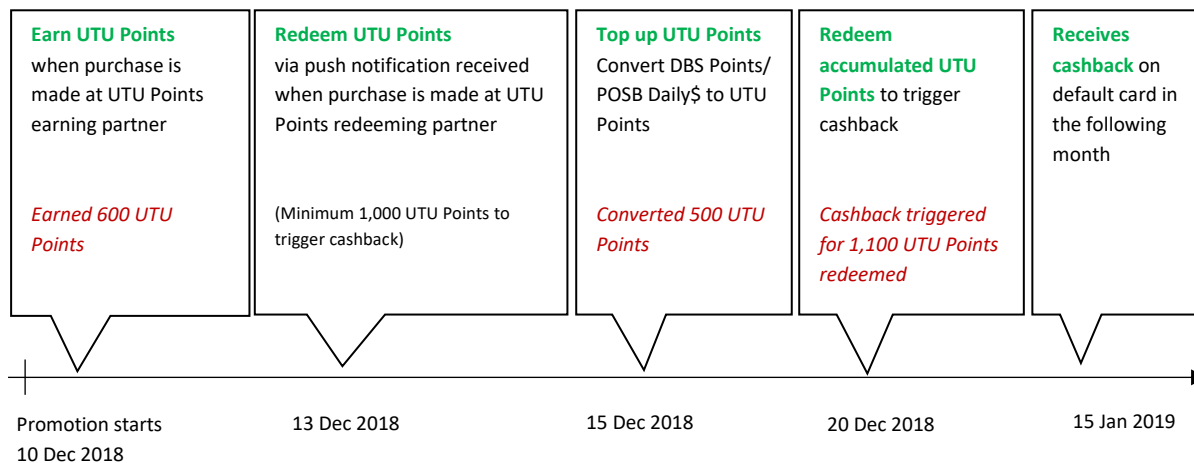
### b. Redeem UTU Points

- Make a purchase at any redeeming partners in Thailand, refer to Brands tab on UTU app. You will receive a push notification to prompt you to redeem UTU Points.

### c. Receive cashback

- Redeem your accumulated 1,000 UTU Points to trigger cashback. The cashback will be processed on the 1<sup>st</sup> of the following month. It may take up to 10 working days for the cashback to be credited to your selected card.

### An illustration of redeeming UTU Points to trigger cashback earned on UTU Thailand Rewards App



## 8. How to I initiate the UTU Cashback?

All UTU Cashback will be in the form of USD and processed on the 1<sup>st</sup> of the following month upon redemption of minimum 1,000 UTU Points. The UTU Cashback will not be processed if you do not redeem a minimum of 1,000 UTU Points.

**9. How much is 1,000 UTU Points worth?**

Conversion value to USD is determined by UTU, cashback to your default card will be in USD then reflected as SGD depending on the bank's prevailing exchange rate.

**10. How much are my DBS Points/POSB Daily\$ worth?**

For every 500 DBS Points or POSB Daily \$5, cardmembers will receive 350 UTU Traveler Points. During the promotional period from 1 Dec 2018 – 31 May 2019, cardmembers will enjoy an additional 30% Bonus Points added. UTU Points are subjected to its program terms and conditions.

**11. I have existing DBS Points/POSB Daily\$ to be converted to UTU Points. What is the transfer process?**

To convert your DBS Points/POSB Daily\$ to UTU, simply choose DBS Points or POSB Daily\$ from the Convert Points tab. You will be directed to the select how many DBS Points or POSB Daily\$ you wish to convert. The minimum conversion amount is 500 DBS Points or POSB Daily\$5.

**12. Where can I redeem the UTU Points converted?**

Now that you have successfully converted your existing DBS Points/ POSB Daily\$ into UTU Points, you will be able to redeem these UTU Points at any of the UTU Brand Partners listed on the App.

**13. I have accidentally converted 500 DBS Points into UTU Points by mistake. Are you able to refund the DBS Points converted?**

Converted DBS Points are not refundable. With over 15,000 redemption outlets listed on the UTU Rewards Thailand App, we are sure you'll find a store that'll interest you, from Cafes & Restaurants to Fashion, Beauty & Wellness.

**14. Where do I check on the balance of my DBS Rewards on UTU app?**

You can access Convert Points tab, choose DBS or POSB cards, log in with your DBS digibank User ID and PIN to check balance. Your rewards balance will be displayed.

**15. I would like to speak to Customer Service. Do you have a hotline number I can call?**

All queries regarding the app is managed by UTU Rewards Thailand

Customer Service Hotline: +66 2017 2828 and +66 2017 2829

Operating Hours: Mon – Fri, 10am – 5pm

Email UTU at [inquiry@utu.global](mailto:inquiry@utu.global) (response takes 3 to 5 working days)