

Frequently Asked Questions

Q: Will I be receiving a renewal/replacement POSB Multi-tude Mastercard?

As the POSB Multi-tude Mastercard will be discontinued after 31 May 2019, you will not be receiving any renewal POSB Multi-tude Mastercard.

Q: Will I be receiving another DBS/POSB Credit and/or Debit Card since you are closing my POSB Multi-tude Mastercard?

You will not be receiving another POSB Credit and/or Debit Card. We welcome you to apply for another card from our suite of DBS/POSB Card(s).

To find out more and apply for any DBS/POSB Credit/Debit Card(s), you may log into DBS iBanking or visit the following links:

Debit Cards: go.dbs.com/sg-debitcard

Credit Cards: go.dbs.com/sg-creditcard

Q: What will happen to my outstanding balances, Instalment Payment Plan (IPP), My Preferred Payment Plan, Balance Transfer and Instalment Loan after 31 May 2019?

After the closure of your card, you may continue to settle your outstanding balances and/or monthly instalments when your monthly statements are available. You may also view your outstanding balances on your Card in DBS digibank online/mobile.

Q: What will happen to my Recurring Bill Payment arrangements set up on my POSB Multi-tude Mastercard with other Billing Organisation(s)?

For Recurring Bill Payment arrangements, please contact the respective Billing Organisation(s) to make alternative arrangements. Where applicable, please also update iTunes, PayPal etc, with your alternative modes of payment.

Q: What if my card has ATM-linkage to my DBS/POSB Current/Savings Accounts?

If you have any ATM-linkage to your Card, please link your Account(s) to another DBS/POSB Card(s) **before 31 May 2019**. More details available at go.dbs.com/sg-link-card-account. Alternatively, you may wish to apply for another DBS/POSB Credit/Debit Card(s).

Q: What if I have a credit balance in my Credit Card?

Please use the funds before 31st May 2019.