

Frequently Asked Questions

DBS/POSB CREDIT CARD FOODPANDA PRE-PAID PROGRAMME ^{BETA} ("Programme")

What is this Programme about? Is this your regular promotional campaign?

Good question! This Programme is something *new* we are doing, and it is still in BETA stage (so please bear with us).

We have worked with our valued partner, foodpanda, to bring you more discounts on your foodpanda spend. By participating in this Programme, you will be entitled to S\$100 worth of cash rebates back to your DBS/POSB Credit Cards for an upfront payment of S\$85 to DBS. It's like buying vouchers, but *better* – you do not have to remember any promo codes or keep any physical vouchers and risk losing them.

How do I register?

Simply log in to the **DBS Lifestyle App** with your digiBank User ID and PIN.

On your dashboard, under 'Pick a Promotion', look for '**Foodpanda Pre-Paid Credits Programme (BETA)**'. Be among the **first 10,000 Credit Cardmembers** to successfully register by 31st August 2020 to enjoy the Programme.

(If you do not have the app, go download it via App Store or Google Play Store – it will be your Cards Companion app, chockful of promotions and discounts. You're welcome.)

Why is the charge going to my smallest DBS/POSB Credit Card number? Can't I select the card that I want the S\$85 to be charged to?

As this is a BETA programme, we are somewhat limited technically and currently, our system is only able to pick up the smallest 15/16-digit Credit Card number to charge the pre-purchase to.

For example, if you have a DBS Altitude Card (4119-1100-XXXX-XXXX) and a POSB Everyday Card (5420-8900-XXXX-XXXX), the card we will be charging the S\$85 to will be your DBS Altitude Card.

Rest assured that we are continuously working towards a better journey for you and will hopefully, be able to allow you to select the card you wish to charge to the next time we run this Programme.

When will you be charging the S\$85 to my smallest DBS/POSB Credit Card? Do I have to wait for the charge to happen before I start spending at foodpanda?

We will be charging within 10 business days from the day you register but you can start enjoying your rebates *immediately* after you register.

If the pre-purchase charge goes to my smallest DBS/POSB Credit Card number, what about the cash rebates that I am entitled to?

The S\$100 Entitlement for this Programme will be given in the form of 10 X S\$10 cash rebate. And these rebates will go back to the respective DBS/POSB Credit Card that you use on the foodpanda App.

For example, if you make a transaction on foodpanda (min. S\$10) with your POSB Everyday Card today, the S\$10 cash rebate will automatically be credited back into the POSB Everyday Card within 5 business days. If you make a transaction on foodpanda (min. S\$10) with your DBS Live Fresh Card tomorrow, the S\$10 cash rebate will automatically be credited back into the DBS Live Fresh Card in the next 5 business days, and so on, until the full Entitlement of \$100 is utilised.

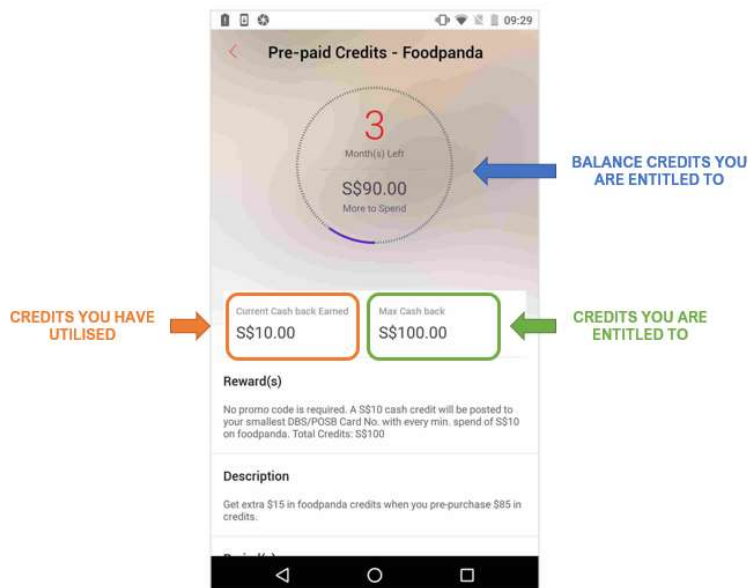
A Push Notification will be sent via the DBS Lifestyle App when the cash rebate is posted to your respective card account. Do remember to “Allow Notifications” in your phone Settings to receive this update.

I've registered but don't see any “entitlement”. How will I know if I have successfully registered for the Programme?

If your registration is successful, you will be directed to a Promotional Tracker page with the Programme details. From here, you can start making the Eligible Spend to unlock your Entitlement. Don't fret if you see that the Entitlement is \$0 – it will take up to 5 business days to update from the day you make your first eligible foodpanda transaction.

How can I track my utilised and balance credits?

You can track your utilisation and balance credits on the Promotion Tracker in the DBS Lifestyle app. Here's what you will see:



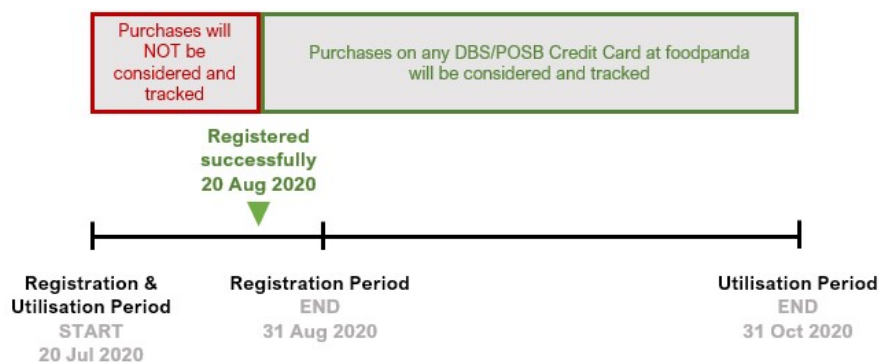
Do note that for all transactions, the Promotional Tracker will take up to 5 business days to update.

If I make a foodpanda spend of \$25, how much cash rebate will I get for this transaction?

Each cash rebate will be S\$10 regardless of the amount spend on foodpanda above \$10, e.g. if your foodpanda purchase is \$25, the cash rebate for that transaction will still be S\$10. No cash rebate will be posted for foodpanda purchases below S\$10 for this Programme.

I registered for the promotion on 20 August 2020. Will my foodpanda purchases made on 22 July 2020 be counted towards the Qualified Spend since it was within the Programme Period?

We can only capture foodpanda purchases that are made on your Eligible Cards after you register. See illustration below:



Do I need to enter promo code before placing foodpanda order to enjoy S\$10 cash rebate?

Nope. That’s the beauty of this Programme – it does not require you to enter a promo code on the foodpanda app as tracking is done via the DBS Lifestyle App. DBS will track the posted Qualified Spend made with you Eligible Card and automatically post a S\$10 cash rebate within 5 business days.

I have some foodpanda promo codes which I have used on the foodpanda app. Will I get S\$10 cash rebate from DBS after using the promo codes?

Yes, isn’t that great? You can stack your discounts as long as you make the Qualified Spend – see illustration below:

Cash rebate will be credited	Amount
Order on foodpanda App	S\$22
Less: S\$10 foodpanda promo code	-S\$10
Balance: Paid with a POSB Everyday Card	S\$12
DBS will automatically credit S\$10 into above POSB Everyday Card within 5 business days.	

Cash rebate will NOT be credited	Amount
Order on foodpanda App	S\$18
Less: S\$10 foodpanda promo code	-S\$10
Balance: Paid with a POSB Everyday Card	S\$8
DBS will not consider this transaction as it needs to be at least S\$10 to be a Qualified Spend.	

When is the last day to utilise my foodpanda pre-paid Entitlement?

Qualified Cardmembers must utilise the pre-paid credits by 31 October 2020. Don't forget!

I did not fully utilise my foodpanda pre-paid credits during the Utilisation Period. Can I get a refund?

For this BETA Programme, the pre-paid credits are non-refundable, non-transferrable and non-exchangeable.

I've made an eligible transaction today, but it is not yet reflected on the Promotion Tracker in the DBS Lifestyle App.

The transaction must first be posted by foodpanda. Thereafter it will take about 5 business days for the transaction to be updated to the Promotion Tracker. DBS shall not be responsible for any failure or delay in the posting of sales transaction by the merchant which may result in the transaction being omitted in the computation of Qualified Spend.

Can I accumulate Qualified Spend at foodpanda across multiple DBS/POSB Credit Cards?

The Qualified Spend at foodpanda can be made across eligible credit cards of the Qualified Cardmember during the Validity Period. For the avoidance of doubt, the Qualified Spend incurred by a Supplementary Cardmember in respect of the Campaign shall accrue to (benefit) the eligible Principal Cardmember only.

What will I see on my statement?

For the S\$85 charge, you will see: FOODPANDA PRE-PAID PROGRAMME

For the 10 x \$10 cash credits, you will see: FOODPANDA PRE-PAID CREDIT

If you made multiple Eligible Spend within a day, you will see a consolidated view of the cash credits, e.g. FOODPANDA PRE-PAID CREDIT reflecting as \$30, instead of 3 lines of \$10.

Can I de-register from the Programme?

For this BETA Programme, once you register, the system will immediately start awarding the 10 x \$10 cash credits. As such, we are not able to perform opt-out requests. Do head over to the foodpanda Singapore App to start buying your food and groceries 🍽️