

Frequently Asked Questions (“FAQs”) for the DBS Visa Cards – Visa Olympic Games Tokyo 2020 Top Spenders and Lucky Draw Campaign (“Campaign”)

1. When will the Olympic Games Tokyo 2020 be rescheduled to?

The Olympic Games Tokyo 2020 will be celebrated from 23 July until 8 August 2021. More information on the Olympic Games Tokyo 2020 can be found on <https://www.olympic.org/news/ioc/tokyo-2020-q-a>.

2. The Olympic Games Tokyo 2020 has been rescheduled to July 2021. How will this affect the Campaign?

The Campaign will be postponed to a later date. If you have successfully registered for the Campaign, you will be notified via email or ordinary post at the email or mailing address in the bank’s records.

3. How do I know if I have successfully registered for the Campaign?

You would have been notified via SMS on the postponement of the Campaign at your registered mobile number in the bank’s records.

4. I have registered for the Campaign. Why have I not been notified on the postponement of the Campaign?

You may not have met either of the following criteria. To be eligible for the Campaign, you must

- Be 18 years of age or older;
- Hold a principal DBS Visa Credit Card and/or DBS Visa Debit Card; and
- Have successfully registered for the Campaign at DBS’ website.

All information provided during the registration must match the bank’s records. Registration with incorrect information may result in you being omitted from qualifying for the Campaign.

5. I have registered for the Campaign. But, the Olympic Games Tokyo 2020 has been rescheduled to July 2021. What will happen to the online spend that I have made till date?

Yes. Your online spend made from the date of registration till 30 April 2020 will be taken in account when we resume the Campaign.

6. If I have already registered for the Campaign, do I need to register again when the Campaign resumes?

No, you do not need to register when the Campaign resumes. You will be automatically enrolled when the Campaign resumes.

7. If I have not registered for the Campaign, can I still register?

Due to the postponement of the Olympic Games Tokyo 2020, we have discontinued registrations for the Campaign. You may register when the Campaign resumes.

8. When will the Top Spenders and Lucky Draw Winners be announced?

We will announce the Top Spenders and Lucky Draw Winners of the Campaign by May 2021 on DBS’ website.