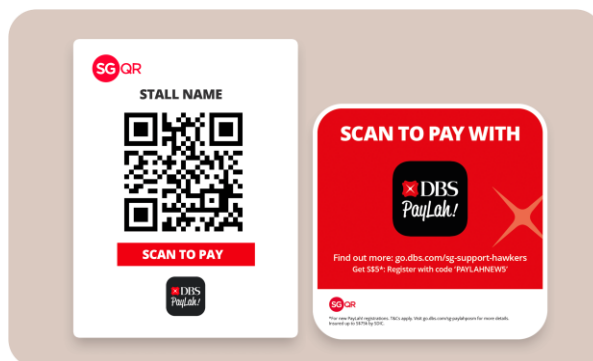


DBS Hawker Meals Initiative – 10 February 2023 to 26 July 2024

Frequently Asked Questions

Q1: What do I do if my cashback was not credited immediately after my spend?

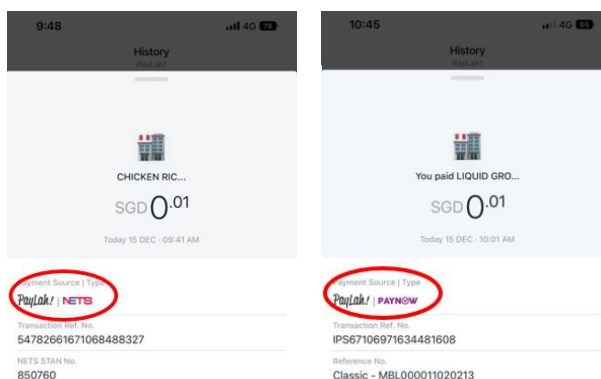
Step 1: Verify if the spend was made at a participating hawker. Look out for the SGQR code with PayLah! logo OR PayLah! sticker.



Otherwise, please check to see if the stall is part of the list of participating stalls and locations [here](#).

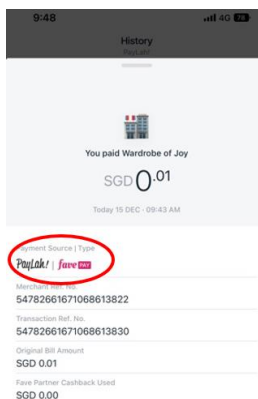
Step 2: If the spend was made at a participating hawker, click into your transaction history and click on the transaction for transaction details. Double confirm if the Payment Type is either a NETS QR or PayNow UEN transaction.

Applicable:



Note: Not applicable for personal PayNow QR transactions.

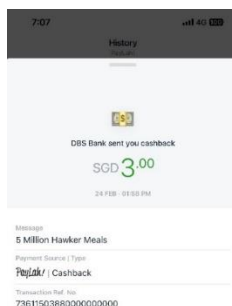
Non-applicable:



Step 3: Check the top of your PayLah! homepage to check if the subsidies are fully redeemed – you'll see the red banner reflecting 'FULLY REDEEMED' if it is.

Step 4: Verify if you've already received a cashback awardance on the same day.

Step 5: Check if the cashback was credited by the end of the same day of spend. The cashback should look like this:



After verifying all 5 pointers above and confirmed that it's not due to any one the 5 reasons, please proceed to reach out to [DBS' contact centre](#).

Q2: Are all coffee shops and hawker centres applicable to this initiative?

No, please see list of participating stalls and locations [here](#).

Note that the list is updated weekly, so please check the list before making a spend every Friday.

Q3: Is there a minimum spend requirement for the cashback?

No, you will get 100% cashback (capped at S\$3) when you make a spend at any eligible stall and is within the first 100,000 meal subsidy of the day (starting from 6AM).

Sample scenarios

- A S\$1.50 cashback will be issued if you made a S\$1.50 hawker transaction at a participating stall
- A S\$3 cashback will be issued if you made a S\$10 hawker transaction at a participating stall

Q4: Can I combine 2 transactions and receive the full \$3 cashback?

No, the cashback is strictly awarded for your first hawker transaction for the day.

Sample scenario

You made 2 hawker transactions on a Friday, first transaction was S\$2 and second transaction was S\$1. You will only receive S\$2 cashback for your first transaction – provided it was within the first 100,000 meal subsidy of the day.

Q5: Can I still receive the cashback for next week if I've already received it this week?

Yes, you can. The cap is only limited to 1 meal subsidy per customer each Friday.

Q6: Will it work for both NETS QR or PayNow UEN QR transactions via PayLah!?

Yes, as long as it is a SGQR scan to pay transaction made via PayLah!, at one of the participating stalls.

Do note that this initiative is not applicable for:

- PayNow or PayLah! payments made to personal mobile numbers.
- FavePay QR payments

Q7. How do I check if I've received the cashback?

There will be a pop-up after an eligible spend, notifying that you've received your cashback. Otherwise, you may check within the History tab of your app to verify.

Q8: How do I tell if the 100,000 meal subsidies have been fully issued for the day?

Notices will be put up on PayLah! app log-in page, home page and the initiative's webpage once all meals are fully issued for the day.

Q9: How do I onboard my hawker stall into this initiative?

Kindly follow the following check list:

1. Check if your stall is located within a hawker centre or coffee shop that's currently within our [list](#) of participating stalls and locations.
2. Please make sure that your stall is currently able to accept QR payment via SGQR (NETS or PayNow UEN). Otherwise, kindly reach out to NETS (info@nets.com.sg) to apply.
3. Once you're onboarded to SGQR, kindly reach out to our [Contact Centre](#) with the following: A clear photo of your SGQR, Stall name, Stall full address