



Live more, Bank less

DBS x CAPITASTAR Instant Shop & Earn Programme

Terms and Conditions and Frequently Asked Questions

Note: Programme is only applicable to DBS PayLah! users who have registered with their DBS/POSB iBanking account.





Frequently Asked Questions - Registration

Q1: How do I link my CapitaStar and DBS PayLah! accounts?

A1: To start, simply link your CapitaStar and PayLah! accounts via the PayLah! App:

- i. Select the CapitaStar icon on the PayLah! home page
- ii. Retrieve your CapitaStar ID from the CapitaStar App
- iii. Key in your CapitaStar ID
- iv. Complete the linking of accounts through DBS PayLah!

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Q2: Where can I find my CapitaStar ID?

A2: Find your CapitaStar ID with the following steps:

- i. Download and log into the CapitaStar App
- ii. Tap on the icon on the top left of the screen
- iii. Tap on your name to access your account details

Q3: How many PayLah! wallets can I link to each CapitaStar account?

A3: Each CapitaStar account can be linked to a maximum of 1 DBS PayLah! account, and vice versa.

Q4: How do I delink my CapitaStar and DBS PayLah! account?

A4: To delink your accounts:

1. Go to "More" in DBS PayLah! App
2. Select "Manage Linked Services"
3. Tap on the cross icon to delink "CapitaStar"



Q5. I have tried to link my DBS PayLah! and CapitaStar account but unable to so. What should I do?

A5. Please check that your CapitaStar member ID entered in DBS PayLah! app is correct before trying to link the accounts again. If you require further assistance, you may contact CapitaStar Customer Support at their hotline (65) 6631-9931 or drop them an email at retail@capitaland.com.

Q6. How to be a CapitaStar member?

A6: [Sign up](#) via the CapitaStar app.

Q7: How to be a DBS PayLah! member?

A7: Download from [App Store](#) and [Google Play](#) and sign up for PayLah! now!



Frequently Asked Questions - Usage

Q8: How to earn STAR\$[®] instantly?

A8: Ensure that your DBS PayLah! and CapitaStar accounts are linked on your DBS PayLah! app. Once the accounts are linked, make payment with scan and pay with DBS PayLah! on NETSQR, DBS/POSB Credit Debit cards (excluding UPI Cards) or DBS/POSB NETS cards with PIN DBS PayLah! at participating CapitaLand Malls.

Certain transactions may not be able to earn instant STAR\$[®], due to their transactions are not being captured or updated by the system, such as merchants with card acceptance acquirers from Adyen. However, you can still snap your receipt with CapitaStar app to earn the STAR\$[®].

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Q9: Where can I earn STAR\$[®] when I transact with DBS PayLah! and/or DBS/POSB NETS Card with PIN?

A9: STAR\$[®] will be awarded when purchases are made at participating outlets across CapitaLand Malls.

To view participating retailers and their acceptance, click [here](#).

Q10. Do I still need to snap my receipts to earn STAR\$[®] after linking up my CapitaStar and DBS PayLah! accounts?

A10: Members who have linked their CapitaStar and DBS Paylah! accounts will no longer need to snap receipts to earn STAR\$[®]. However, if STAR\$[®] has not been awarded after an hour, you can still snap your receipt with CapitaStar app to earn the STAR\$[®].

Q11: What should I do if STAR\$[®] is not being awarded to my CapitaStar account instantly?

A11: To ensure instant awarding of STAR\$[®], do ensure that your PayLah! account is successfully linked to a CapitaStar account. You may verify the successful linkage through your DBS PayLah! App. However, if STAR\$[®] has not been awarded after an hour, you can still snap your receipt with CapitaStar app to earn the STAR\$[®].

Alternatively, you may contact CapitaStar Customer Support at their hotline (65) 6631-9931 or drop them an email at retail@capitaland.com for assistance.



Q12. Is there a minimum spend to earn STAR\$® for this programme?

A12. The minimum spend required to earn STAR\$® instantly is S\$20 in a single receipt.

Q13: The STAR\$® awarded for my transaction is incorrect OR I did not receive STAR\$® for my transaction.

A13: Contact CapitaStar Customer Support at retail@capitaland.com or (65) 6631-9931.

Q14: Is there a cap to the amount of STAR\$® that I can earn?

A15: There is a 5,000 STAR\$® daily cap for regular CapitaStar members, and 30,000 STAR\$® for Raffles Prestige members. For more information, please visit www.capitastar.com. Alternatively, you can contact CapitaStar Customer Support at retail@capitaland.com or (65) 6631-9931.

For all other CapitaStar and STAR\$® related matters,

visit www.capitastar.com for more information. Alternatively, you can contact CapitaStar Customer Support at retail@capitaland.com or (65) 6631-9931.