



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 side menu 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 Your Lifestyle Logins"
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 with promo code 'CSPAYLAH19' and receive 2,000 STAR\$*!

*Valid from 16 September 2019 till 31 December 2019. Limited to the first 4,000 new CapitaStar membership signups for the promotion period.

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 DBS PayLah! and/or DBS/POSB NETS Card with PIN at participating CapitaLand Malls and start earning STAR\$® instantly.

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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. Not available at ION Orchard and Jewel Changi Airport.

The Participating Malls in this promotion are Bedok Mall, Bugis+, Bugis Junction, Bukit Panjang Plaza, Clarke Quay, Funan, IMM, Junction 8, JCube, Lot One Shoppers' Mall, Plaza Singapura, Raffles City Singapore, SingPost Centre, Tampines Mall, The Star Vista, Westgate.

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 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. Once your PayLah! account is successfully linked to a CapitaStar account, purchases made using DBS PayLah! and/or DBS/POSB NETS Cards with PIN at participating outlets across CapitaLand Malls, the minimum spend required to earn STAR\$ is S\$1.

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: Are DBS/POSB Debit or Credit (e.g. Visa/Mastercard etc) card or DBS/POSB digibank Scan and Pay transactions eligible for this programme?

A14: No, only DBS PayLah! and DBS/POSB NETS Card with PIN transactions are eligible.

Q15: Is there a cap to the amount of STAR\$ that I can earn?

A15: There is a 5,000 STAR\$® daily cap for normal members, and 7,500 STAR\$® for Passion card-CapitaStar 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.



2,000 STAR\$ Sign Up Promotion (“2,000 STAR\$ Promotion”)

1. This Promotion is valid from 16 September 2019 to 31 December 2019, both dates inclusive (“Promotion Period”).
2. Bonus 2,000 STAR\$ shall only be awarded for the first 4,000 new sign ups via the CapitaStar App during the Promotion Period. Members must key in promo code ‘CSPAYLAH19’ on the CapitaStar App sign up page to be eligible.
3. Each member will only be awarded once during Promotion Period for signing up.
4. Shopper must be a CapitaStar members (aged 16 years and above) in order to participate in the Promotion.
5. The Bonus 2,000 STAR\$ will be awarded into member's CapitaStar account.
6. Bonus STAR\$ is awarded on top and above the daily awarding limit under the CapitaStar programme (5,000 STAR\$ a day for regular CapitaStar Members, and 7,500 STAR\$ for PAssion Card-CapitaStar members).
7. By participating in this promotion, you agree to be bound by all [terms and conditions](#) of the CapitaStar Programme.
8. In the event of dispute, Management’s decision shall be final and no correspondence will be entertained.
9. Management reserves the right to amend or change these terms & conditions at any time without prior notice.
10. All information stated in this Promotion is correct as at the time of print and is subject to change without prior notice.



Live more, Bank less

Earn 3,000 bonus STAR\$ when you make a transaction using DBS PayLah! at participating CapitaLand Malls! (“3,000 Bonus STAR\$ PayLah! Promotion”)

1. The promotion is valid from 16 September 2019 to 31 December 2019 (“Promotion Period”), both dates inclusive.
2. The 3,000 Bonus STAR\$ PayLah! Promotion is valid for the first 40,000 members who are eligible based on the criteria in point 5 below.
3. Each member will only be awarded once (first transaction during Promotion Period), regardless of amount spent.
4. The participating malls in the 3,000 Bonus STAR\$ PayLah! Promotion are Bedok Mall, Bugis+, Bugis Junction, Bukit Panjang Plaza, Clarke Quay, Funan, IMM, Junction 8, JCube, Lot One Shoppers’ Mall, Plaza Singapura, Raffles City Singapore, SingPost Centre, Tampines Mall, The Star Vista, Westgate.
5. To be eligible, a shopper must
 - a. Be a CapitaStar members (aged 16 years and above) and/or DBS PayLah! account holder at the point of joining the Promotion. AND
 - b. Have successfully linked their CapitaStar and DBS PayLah! Accounts prior to payment in the malls
 - c. Payment is done through one of the following: DBS PayLah! and DBS/POSB NETS Card with PIN, but excluding, without limitation, NETSPay and NETS FlashPay.
6. The Bonus 3,000 STAR\$ will be awarded into member's CapitaStar account.
7. Bonus STAR\$ is awarded on top and above the daily awarding limit under the CapitaStar programme (5,000 STAR\$ a day for regular CapitaStar Members, and 7,500 STAR\$ for PAssion Card-CapitaStar members).
8. By participating in this promotion, you agree to be bound by all [terms and conditions](#) of the CapitaStar Programme.
9. In the event of dispute, Management’s decision shall be final and no correspondence will be entertained.
10. Management reserves the right to amend or change these terms & conditions at any time without prior notice.
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Earn STAR\$ when you pay with DBS PayLah! at participating CapitaLand Malls! (“STAR\$ PayLah!/NETS Promotion”)

1. The promotion is valid from 16 September 2019 to 31 December 2019 (“Promotion Period”), both dates inclusive.
2. Each member will be awarded 5 STAR\$ for every dollar spend, starting from S\$1, when they make an eligible transaction based on point 5 below.
3. The participating malls in the STAR\$ PayLah!/NETS Promotion are Bedok Mall, Bugis+, Bugis Junction, Bukit Panjang Plaza, Clarke Quay, Funan, IMM, Junction 8, JCube, Lot One Shoppers’ Mall, Plaza Singapura, Raffles City Singapore, SingPost Centre, Tampines Mall, The Star Vista, Westgate.
4. The STAR\$ PayLah!/NETS Promotion is valid for the first 300,000 transactions completed within participating malls, whilst stocks last, CapitaStar programme rules apply, unless otherwise stated. STAR\$ issuance is based on NETT amount paid using PayLah! and DBS/POSB NETS Card with PIN, but excluding, without limitation, NETSPay and NETS FlashPay, and the qualifying amount shall exclude payment made by CapitaVoucher/any other promotions, unless otherwise stated.
5. To be eligible, a shopper must
 - a. Be a CapitaStar members (aged 16 years and above) and/or DBS PayLah! account holder at the point of joining the Promotion; AND
 - b. Have successfully linked their CapitaStar and DBS PayLah! Accounts prior to payment in the malls; AND
 - c. Payment is done through one of the following: DBS PayLah! and DBS/POSB NETS Card with PIN, but excluding, without limitation, NETSPay and NETS FlashPay.
6. The STAR\$ will be awarded into member’s CapitaStar account.
7. By participating in this promotion, you agree to be bound by all [terms and conditions](#) of the CapitaStar Programme.
8. In the event of dispute, Management’s decision shall be final and no correspondence will be entertained.
9. Management reserves the right to amend or change these terms & conditions at any time without prior notice.
10. All information stated in this Promotion is correct as at the time of print and is subject to change without prior notice.

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