

Frequently Asked Questions

Q: Will I be receiving a renewal/ replacement DBS CapitaCard Card?

As the DBS CapitaCard Card Programme will discontinue after 31 May 2016, you will not receive any renewal DBS CapitaCard Card if your existing card expires in June 2016 or if you require a replacement DBS CapitaCard Card.

Q: Will I be receiving another DBS Credit and/ or Debit Card since you are closing my DBS CapitaCard Card?

You will not be receiving another DBS Credit and/ or Debit Card. We welcome you to apply for another card from our suite of DBS/ POSB Card(s).

To apply for any DBS/ POSB Credit Card(s):

- Log into DBS iBanking or visit dbs.com.sg/cards.
- Alternatively, SMS CAP<space>NRIC/Passport Number to 76060 and DBS will contact you within 5 working days.

Thereafter, if you require a supplementary card, visit dbs.com.sg/cards

To apply for any DBS/ POSB Debit Card(s):

- Log into DBS iBanking or visit dbs.com.sg/cards.
- Alternatively, SMS PA<space>NRIC/Passport Number to 76060 and DBS will contact you within 5 working days on your application for PAssion POSB Debit Card. For details on PAssion POSB Debit Card, please visit posb.com.sg/passion.

Q: What will happen to my outstanding balances, Instalment Payment Plan (IPP), My Preferred Payment Plan, Balance Transfer and Instalment Loan after 31 May 2016?

After the closure of the your card, you may continue to settle your outstanding balances and/ or monthly instalments when your monthly statements are available. You may also view your outstanding balances on your Card in DBS iBanking/ mBanking.

Q: What will happen to my GIRO Payments and/ or Recurring Bill Payment arrangements?

For GIRO Payments and/ or Recurring Bill Payment arrangements, please contact the respective Billing Organisation(s) to make alternative arrangements. Where applicable, please also update iTunes, MotorPay, etc, with your alternative modes of payment.

Q: What if my card has ATM-linkage to my Current/ Savings Accounts?

If you have any ATM-linkage to your Card, please link your Account(s) to another DBS/ POSB Card(s) **before 31 May 2016**. More details available at www.dbs.com.sg/personal/cards/card-services/atm-nets-link

Q: How do I redeem my remaining Capita\$ Cash Rebate?

- You may redeem a S\$10 CapitaVoucher for every Capita\$8 until 30 April 2016 at participating CapitaLand malls.
- You may utilise your Capita\$ Cash Rebate to offset your purchases at participating Capita\$ Cash Rebate merchants until 31 May 2016. Please visit go.dbs.com.sg-capc for the list of participating Capita\$ Cash Rebate merchants.

(Participating CapitaLand malls include: Bedok Mall, Bugis Junction, Bugis+, Bukit Panjang Plaza, Funan DigitalLife Mall, IMM, JCube, Junction 8, Lot One, Plaza Singapura, Raffles City, Sembawang Shopping Centre, Tampines Mall, The Star Vista and Westgate)

Q: Can I redeem my Capita\$ Cash Rebate after 31 May 2016 or extend the redemption beyond 31 May 2016?

Please make your redemption before 31 May 2016. Any remaining Capita\$ Cash Rebate after 31 May 2016 will be refunded in multiples of S\$5 CapitaVoucher denomination. A redemption letter will be mailed to you by 15 August 2016 to your mailing address in DBS' records.