

DBS Rewards – Pay with DBS Points for Your Online Purchases

FAQs

1. How do I redeem DBS Points on participating merchants' platforms?

Simply choose "Pay with DBS Points" option which will be available on the participating merchant's platform. Login with your DBS iBanking credential to proceed.

2. How do I redeem DBS Points if I do not have DBS iBanking?

Unfortunately, Cardmembers cannot redeem their DBS Points on participating merchants' online platforms, if they are not an existing DBS iBanking customer. Sign up for iBanking [here](#).

3. Is my DBS Credit Card eligible for redemption on participating merchants' platforms?

All DBS Credit Cards are eligible for redemption, except DBS Corporate Liability Card (MasterCard Corporate/Executive and Visa Corporate/Business), DBS Purchasing Card, Country Club Corporate Card, SAFRA DBS Credit Card and POSB Everyday Credit Card.

4. Can I request for a refund of DBS Points for my goods and/or services purchased from participating merchants?

Successful redemptions of DBS Points by Cardmembers on participating merchants' online platforms are non-refundable and non-reversible by DBS. Cardmember should seek resolution with the merchant directly for the refund of such goods and services as merchant may use other means (as they may solely determine) to effect the refund of the monetary value of the relevant DBS Points.