

28 September 2022

Dear Sir/Madam

Exciting New Rewards Programme for DBS Black Card

Thank you for your support of the DBS Black Visa/Amex Credit Card ("Card").

We are pleased to inform you that we will be introducing a bigger and better rewards programme with a new multi-brand loyalty partner in October 2022 for our DBS Black Visa/Amex Credit cardmembers.

With the introduction of this new loyalty rewards programme, you will enjoy more rewards on your daily spend across more categories, including groceries, food & beverage, health and beauty, telecommunications and more. This will be coupled with a brand new app experience for you to earn, redeem and track your rewards points anywhere, anytime. More details will be shared with you closer to the launch date in October 2022. **No action is required from you at this stage.**

Upon the launch of the new rewards programme, we will replace your current DBS Black Credit Card with a DBS Co-Branded Credit Card, as long as your card account remains in good standing with the bank. Your card number will remain unchanged and all DBS Points you have earned to-date will remain available for redemption. Should you choose not to activate this new credit card, you will have the option of using the DBS Black Card until expiry. After your DBS Black Card expires, it will no longer be renewed.

We look forward to your continued support.

For more information, please refer to "Frequently Asked Questions and Key Things to Note".

Frequently Asked Questions and Key Things To Note

Section 1: About The Transition

1. What do I need to know?

- You will be receiving a DBS Co-Branded Credit Card by end December 2022, and that will serve as an early renewal for your existing DBS Black Card. Your 15/16-digit card number will remain unchanged.
- Your current PIN will remain unchanged and will continue to apply to your new card.
- There will be no change to the existing card fees, charges and credit limit.

2. Meanwhile, can I still use my current DBS Black Card and earn DBS Points?

- You will still be able to use your existing DBS Black Card until you receive and activate your new DBS Co-Branded Credit Card. Once the new card has been activated, your current DBS Black Card will be terminated.
- Should you choose not to activate the new DBS Co-Branded Credit Card and continue to use the DBS Black Card, the card fees for the DBS Black Card would continue to apply.
- As you await for your new DBS Co-Branded Credit Card to be mailed to you, any spend on your DBS Black Card will continue to earn DBS Points until 28 February 2023 (with a same 12-month validity). The crediting of the DBS Points will be done on a calendar month basis.
- You can continue to redeem any balance DBS Points you've earned on your existing DBS Black Card. Please redeem it before your DBS Points expire or by 31 March 2024, whichever is earlier. Find out more on how you can redeem your DBS Points at www.dbs.com.sg/personal/cards/rewards/card-rewards.
- The rewards programme for the new DBS Co-Branded Credit Card will not earn DBS Points. You will start earning the new rewards points under the new Rewards Programme that will be introduced in October 2022.

Section 2: About Your DBS Black Card

1. Will I still be able to apply for a new DBS Black Card?

The DBS Black Card will be discontinued and will not be available for new applications. However, you may continue to make requests for card replacements due to loss/fraud/damage before the launch date in October 2022. For any request for card replacements after the launch date, the new DBS Co-Branded Credit Card will be sent to you.

2. My DBS Black Card has ATM-linkage to my DBS/POSB Current/Savings Account(s), what do I do?

No action will be required on your end as the new DBS Co-Branded Credit Card will be automatically linked as per your existing linkage.

3. What will happen to my outstanding balances, Instalment Payment Plan (IPP), My Preferred Payment Plan, Balance Transfer, and Instalment Loan after I receive and activate my new credit card?

Upon activation of your new DBS Co-Branded Credit Card, all outstanding balances and/or monthly instalments will be transferred over to your new card. If you choose not to activate the new card and your existing DBS Black Card expires, you will continue to be billed for the outstanding balances until they are fully paid.

4. Will my GIRO payment for my DBS Black Card be affected?

GIRO payment set-up for your DBS Black Card will continue to be effective for your new DBS Co-Branded Credit Card.

5. What will happen to the existing recurring bill payment arrangements set up on my DBS Black Card?

If you have any recurring bill payment arrangement charged to your DBS Black Card, you may need to contact the respective Billing Organisation(s) to update them on the new expiry date of your new credit card.

6. What will happen to my DBS Black Card linked on e-commerce or merchant websites, and mobile wallet?

If you have any DBS Black Card linked on e-commerce or merchant websites, you will need to re-link them. For cards linked to mobile wallet, e.g. ApplePay, it will be linked automatically upon the activation of your new card.

7. I have a Supplementary DBS Black Card, will the Supplementary Card be replaced with the new DBS Co-Branded Credit Card as well?

Both Principal and Supplementary DBS Black Card will be replaced with the new DBS Co-Branded Credit Card. The new card(s) will be sent to the Principal card holder's address.

8. Will I be able to transfer my existing DBS Points earned to another card if I don't wish to redeem them?

No, you will not be able to transfer DBS Points to another card. Please redeem it before your DBS Points expire or by 31 March 2024, whichever is earlier. Find out more on how you can redeem your DBS Points at www.dbs.com.sg/personal/cards/rewards/card-rewards.