

DBS Altitude Card Promotions and Programmes Frequently Asked Questions (FAQs) for Existing DBS Altitude Cardmembers

1. What are the card benefits of the DBS Altitude Card?

	DBS Points	Miles
Local Spend (Including Online Flight & Hotel Spend)	3.25 DBS Points for every S\$5 local spend	Equivalent to 1.3 miles for every S\$1 local spend
Overseas Spend (Including Online Flight & Hotel Spend)	5.5 DBS Points for every S\$5 overseas spend	Equivalent to 2.2 miles for every S\$1 overseas spend

Miles are awarded in the form of DBS Points which are awarded for every S\$5 spend (1 DBS = 2 miles) on a per transaction basis.

2. What is considered as Local Spend?

Local Spend is identified as card transaction(s) posted in Singapore dollars except the following listed in [Clause 2.6 of the DBS Rewards Terms and Conditions](#).

3. What is considered as Overseas Spend?

Overseas Spend is identified as card transaction(s) posted in foreign currencies except the following listed in [Clause 2.6 of the DBS Rewards Terms and Conditions](#). For the avoidance of doubt, transactions made overseas and converted to Singapore dollars via dynamic currency conversion will be considered as Local Spend.

4. Is there a minimum spend requirement to qualify for the card benefits?

You do not need to meet a minimum spend to earn miles on your retail spend.

5. Is there a cap to the miles I can earn?

There is no limit to the miles you can earn on your DBS Altitude Card.

6. Do the miles earned come with a validity period?

DBS Points earned on the DBS Altitude Card do not expire. Earn Miles for Life!

7. What are the other benefits offered by the DBS Altitude Card?

You can visit [here](#) for more details and the [Terms and Conditions Governing the DBS Altitude Card Privileges and Rewards Programme](#).

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Frequently Asked Questions (“FAQs”) for the DBS Altitude Card Annual Fee and 10,000 Bonus Miles**1. Who is eligible for annual fee?**

Principal Cardmembers of the DBS Altitude Card will be charged a fee of S\$196.20 (inclusive of GST) and Supplementary Cardmembers of the DBS Altitude Card will be charged a fee of S\$98.10 (inclusive of GST).

2. When will I receive the 10,000 Bonus Miles?

Principal Cardmembers will receive 10,000 Bonus Miles in the form of 5,000 DBS Points in your DBS Altitude Card account within the next working day after the annual fee is charged to your card account. No Bonus Miles will be awarded for the payment of the annual fee for Supplementary Cardmember.

3. Do I get to keep the 10,000 Bonus Miles if my annual fee has been waived?

Principal Cardmembers who enjoy the auto annual fee waiver will not be eligible for the 10,000 Bonus Miles (5,000 DBS Points). For other Principal Cardmembers whose annual fee waiver has been approved, the 10,000 Bonus Miles (5,000 DBS Points) credited will be reversed within 3 working days upon annual fee waiver.

4. What if I have utilised the Bonus Miles awarded to me before my annual fee waiver is approved?

DBS reserves the right to charge an equivalent cash amount (that is, S\$0.0388 per DBS Point or any other rate as we deem fit) to the Principal Card account to make up for the shortfall in DBS Points, recover any shortfall in DBS Points from any card account of the Cardmember.

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Frequently Asked Questions (“FAQs”) for the DBS Altitude Visa Signature Card – Complimentary Priority Pass™ Membership

1. Who is entitled to utilise the 2 free lounge visits?

Each principal DBS Altitude Visa Signature Cardmember is entitled to 2 complimentary lounge visits per 12-month membership period.

Cardmembers have a choice to enjoy either (i) 2 separate member visits, or (ii) 1 concurrent member & guest visit.

2. Will I receive a physical Priority Pass™ Membership Card when my application is successful?

From 1 January 2021, physical Priority Pass™ Membership Card will not be issued for all new or renewed applications. You will receive a welcome email with your digital Priority Pass™ Membership account details from Priority Pass™ when your application has been successfully processed.

3. Can I visit the lounge again after utilising the 2 complimentary visits?

Any additional visits or accompanying guests will enjoy the preferential visit rate of US\$35 per person per visit. All preferential visit fee amounts will be debited from your DBS Altitude Visa Signature Card on file as per Priority Pass™ records.

4. I’m a supplementary cardmember. Am I eligible?

Complimentary Priority Pass™ Membership is only applicable to principal DBS Altitude Visa Signature Cardmembers.

5. What do I need to bring along to access the lounge?

Your digital Priority Pass™ Membership Card and boarding pass, must be presented at the lounges for entry.

6. How do I access my digital Membership Card?

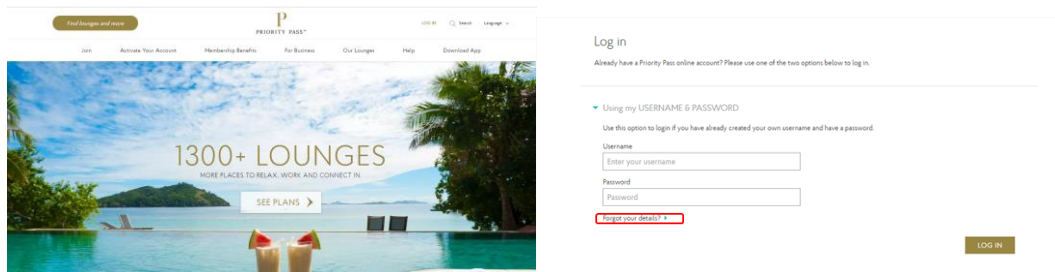
To access your digital Membership Card, please login to your account via Priority Pass™ [app](#) or [website](#) by entering the username and password that you created during your membership enrollment.

▪ How can I retrieve my username and/or password?

Click on “Forgot your details?” in the login page and provide the information as requested.

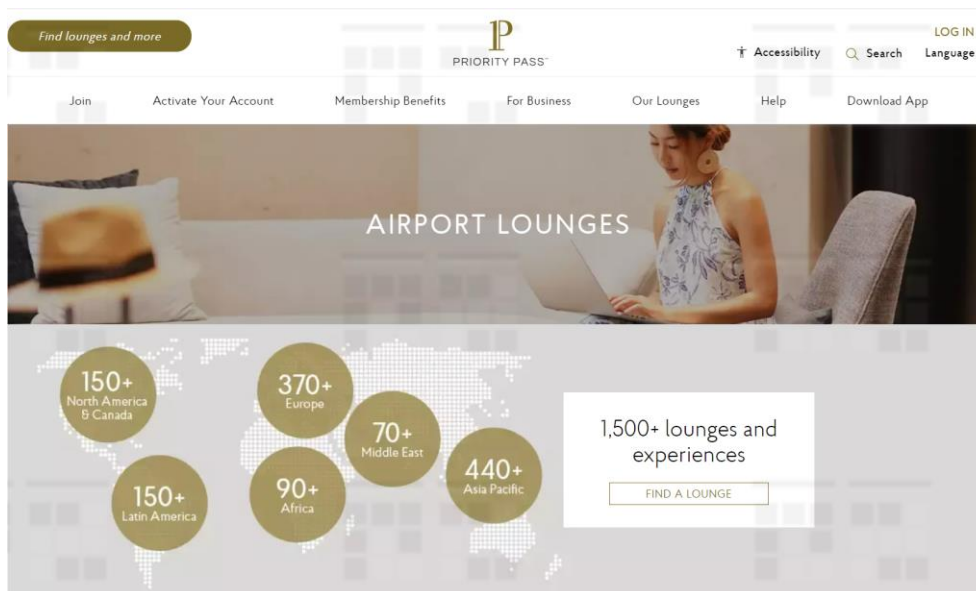
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- **If you have not yet created your online account:**

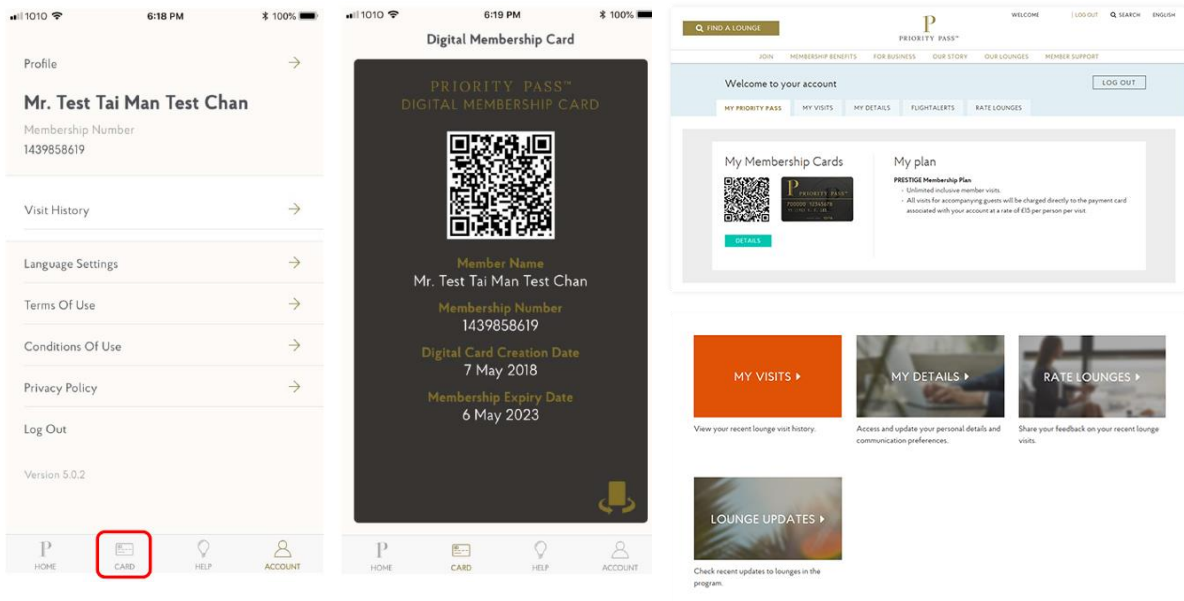
Step 1: Visit www.prioritypass.com/altitudevisacard to register for your digital Priority Pass™ Membership Card. You will receive a welcome email after you have successfully register for an account.



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Step 2: Once the account is created, you can access your membership details and digital Membership Card by using the username and password that you have created during your membership enrollment, to login via the Priority Pass™ [app](#) or [website](#).

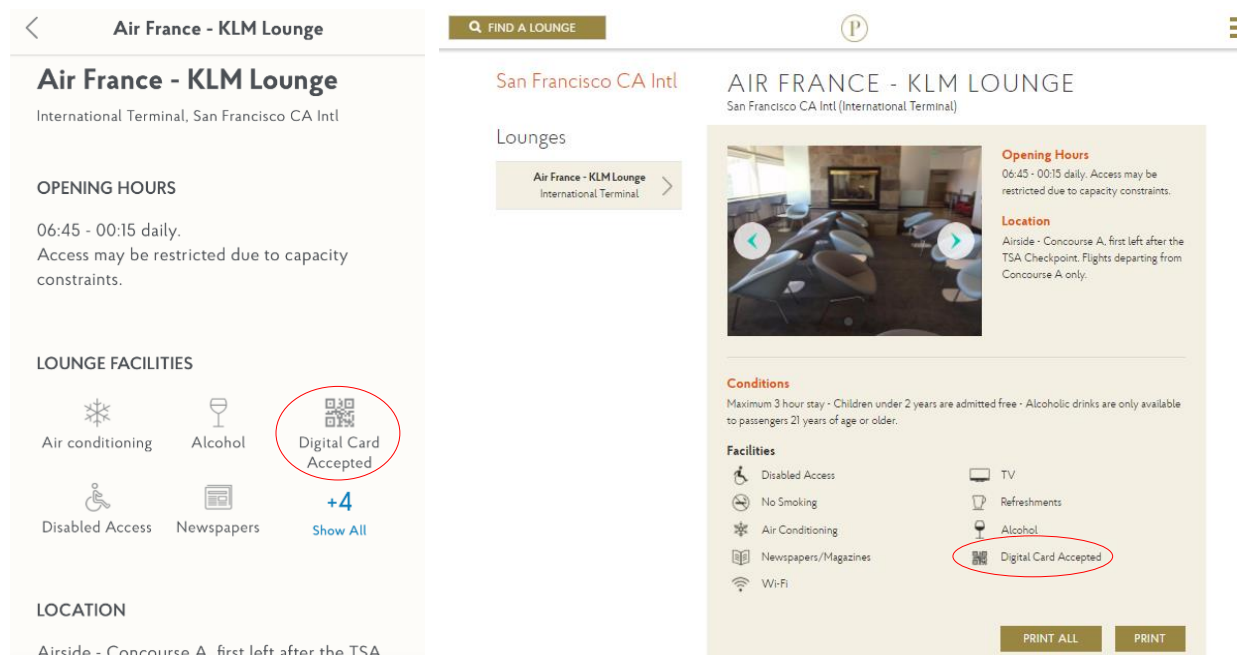


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7. **Where can I find the list of airport lounges and if the lounge accepts the digital Membership Card?**

Visit the Priority Pass™ [app](#) or [website](#) to search for your desired lounge in the relevant city or airport. If the lounge accepts the digital Membership Card, “**Digital Card Accepted**” will be listed under the “**Facilities**” section.



Air France - KLM Lounge
International Terminal, San Francisco CA Intl

OPENING HOURS
06:45 - 00:15 daily.
Access may be restricted due to capacity constraints.

LOUNGE FACILITIES

- Air conditioning
- Alcohol
- Digital Card Accepted**
- Disabled Access
- Newspapers
- +4
- Show All

LOCATION
Airside - Concourse A, first left after the TSA

San Francisco CA Intl
AIR FRANCE - KLM LOUNGE
San Francisco CA Intl (International Terminal)

Opening Hours
06:45 - 00:15 daily. Access may be restricted due to capacity constraints.

Location
Airside - Concourse A, first left after the TSA Checkpoint. Flights departing from Concourse A only.

Conditions
Maximum 3 hour stay - Children under 2 years are admitted free - Alcoholic drinks are only available to passengers 21 years of age or older.

Facilities

- Disabled Access
- No Smoking
- Air Conditioning
- Newspapers/Magazines
- Wi-Fi
- TV
- Refreshments
- Alcohol
- Digital Card Accepted**

PRINT ALL PRINT

8. **Is the 12-month membership period based on calendar year?**

Your 12-month membership period is based on your Priority Pass™ Membership application date.

You can simply check your account details via the Priority Pass™ [app](#) or [website](#).

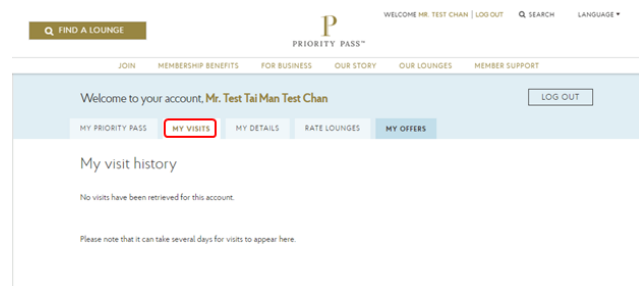
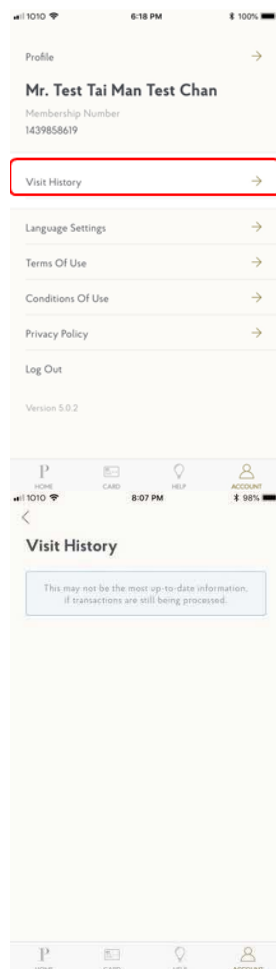
Example: If your Card Expiry Date is 7 December 2023, your current 12-month membership period will be from 8 December 2022 to 7 December 2023.

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9. How can I check if I have utilised my complimentary visits for the current membership period?

Login to your online account via the Priority Pass™ [app](#) or [website](#) to check your visit history.



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