

Frequently Asked Questions

ABOUT DBS X VIVOREWARDS+ PROGRAMME

What is DBS x VivoRewards+ Programme about?

DBS x VivoRewards+ Programme allows you to instantly earn VRPoints when you charge your purchases to an eligible DBS/POSB payment mode at participating stores in VivoCity. VRPoints accumulated can be used to redeem exciting rewards such as store vouchers, Mapletree vouchers, Parking\$ and more!

Who is eligible to register for this programme?

You would need to have the following to be eligible to register for this programme:

- i. A VivoRewards+ Membership account
- ii. An active DBS PayLah! Account
- iii. DBS PayLah! App installed on your mobile device

When and how can I register for this programme?

Registration for the programme is available via the DBS PayLah! App & VivoCity SG App.

Refer to scenarios below for registration via the DBS PayLah! App:

(i) I am new to the VivoRewards Programme:

- Login with your PayLah! credentials
- Select the VivoRewards+ icon appearing on the PayLah! dashboard
- Read the programme consent and terms and conditions. Provide consent to proceed
- Tap on 'New to VivoRewards+? Sign up here'
- Enter your email address to begin setting up an account
- After keying your particulars, you will need to verify your account details through email
- Start Shopping

(ii) I am an existing VivoRewards member:

- Login with your PayLah! credentials
- Select the VivoRewards+ icon appearing on the PayLah! dashboard
- Read the programme consent and terms and conditions. Provide consent to proceed
- Login to your VivoRewards+ account by entering your registered email address and password
- Start Shopping

(ii) I have an existing VivoCity SG account but I have not signed up for VivoRewards:

- Login with your PayLah! credentials
- Select the VivoRewards+ icon appearing on the PayLah! dashboard
- Read the programme consent and terms and conditions. Provide consent to proceed
- Login to your VivoRewards+ by entering your registered email address and password
- Start Shopping

Refer to scenarios below for registration via the VivoCity SG App:

(a) I am new to the VivoRewards+ Programme:

- Register for your VivoRewards+ via the app
- Verify and activate your account via email
- Follow steps listed in (b)

(b) I am an existing VivoRewards+ member:

Option 1: via Home Tab

- Tap on the red 'instant rewards banner' on the App homepage
- Tap on 'Sounds Good! Link me up!' at the end of the tutorial
- Login with your DBS/POSB ibank details
- Read the programme consent and terms and conditions. Provide consent to proceed
- Start Shopping

Option 2: via Profile

- Tap on 'more' at the bottom right corner of the App homepage
- Under 'Profile', select 'Edit VivoRewards+ account details'
- Tap on 'Link' beside 'DBS PayLah!'
- Login with your DBS/POSB ibank details
- Read the programme consent and terms and conditions. Provide consent to proceed
- Start Shopping

Which DBS/POSB payment modes are eligible for this programme?

Instant earning of VRPoints is only available if you pay with

- DBS/POSB Credit/Debit Card*
*Excludes DBS UnionPay Platinum Debit Card via Union Pay.
- NETS via a DBS/POSB ATM Card
- NETS QR via DBS PayLah! at participating stores in VivoCity.



A sample of NETS QR Code

Will I still be able to earn VRPoints if I use other payment modes?

Yes. If the payment mode is via a DBS/POSB payment mode not stated above, or a non-DBS/POSB payment mode or cash, you may submit your receipts via the VivoCity SG App to earn VRPoints. VRPoints will be credited within 5 calendar days.

Which are the participating stores in this programme?

You can find the list of participating stores [here](#).

I am an existing DBS PayLah! customer, why isn't the VivoRewards+ icon appearing in my DBS PayLah! app?

The programme is only available for DBS PayLah! customers who have linked their DBS/POSB current or savings account to their DBS PayLah! wallet. For access to this programme, please link your DBS/POSB bank account to your DBS PayLah! wallet.

Why do I need to provide consent to DBS to participate in this Programme?

DBS will need to share the following details with Mapletree (VivoCity) to enable the instant crediting of VRPoints:

- First Name
- Last Name
- Date of Birth
- Gender
- Email address
- Mobile Number
- Postal Code

DBS also requires this consent and instruction to send Mapletree (VivoCity) all eligible transaction data on your payments at participating stores in VivoCity using an eligible DBS/POSB payment mode to enable the instant crediting of VRPoints.

You may choose to edit the pre-populated email address on your VivoRewards+ Membership account registration page, however should you choose to do so, an additional email verification will be required to complete the account setup.

How would I know that I have successfully registered for the programme?

Via the DBS PayLah! App

Upon successful registration, you will be able to see your VRPoints balance after tapping on the VivoRewards+ icon in the DBS PayLah! App.

Via the VivoCity SG App

Upon successful registration, you will be able to see your status under your VivoRewards+ account details. The button beside the DBS PayLah! app icon will reflect as 'Unlink' for successfully registered members.

If you have yet to register for the DBS x VivoRewards+ programme, the status button beside the DBS PayLah! app icon will reflect as 'Link'. You can click on it to register for the instant rewards programme.

I have registered successfully for the programme but I did not receive my VRPoints despite making an eligible spend in VivoCity.

Please provide us with the required details (refer to table below) via email to vivorewards@vivocity.com.sg

<u>For Credit/Debit Card Purchases</u>	<u>For NETS Purchases</u>	<u>For NETS QR Purchases</u>
(i) Full Name (as per NRIC) (ii) Date/Time of purchase (iii) A scanned copy of the original purchase receipt/ charge slip (see example below)	(i) Full Name (as per NRIC) (ii) Date/Time of purchase (iii) A scanned copy of the original purchase receipt/ charge slip (see example below)	(i) Full Name (as per NRIC) (ii) Date/Time of purchase (iii) DBS PayLah! registered mobile phone number (iv) A screenshot of the transaction from the DBS PayLah! app.

<u>Sample of a purchase receipt</u>	<u>Sample of charge slips (NETS/Credit/Debit Cards)</u>	<u>Sample screenshot of NETS QR transaction</u>
<p>Customer Signature. 14:39:43 Thank You. Please Come Again</p>	<p>APPROVED</p> <p>Downloaded NETSPay get? www.nets.com.sg/netsPay</p> <p>NETS</p> <p>*****DUPLICATE*****</p> <p>AMOUNT SGD 26.64 TIP SGD</p> <p>TOTAL SGD NO SIGNATURE REQUIRED</p> <p>I AGREE TO PAY THE ABOVE TOTAL AMOUNT ACCORDING TO CARD ISSUER AGREEMENT *** CUSTOMER COPY ***</p>	<p>Payment Details</p> <p>You paid JIA XIANG K...</p> <p>S\$30.30</p> <p>Transaction Status, Date and Time Paid on 25 Mar 2019 at 12:18PM</p> <p>Transaction Type NETS</p> <p>Transaction Ref. No. 28987491553487531479</p> <p>NETS STAN No. 013055</p>

In the meantime, you may submit your receipts via the VivoCity SG App to continue to earn VRPoints. Upon successful receipt submission, VRPoints will be credited within 5 calendar days. Do note that receipts submitted via the VivoCity SG App will not entitle for double VRPoints.

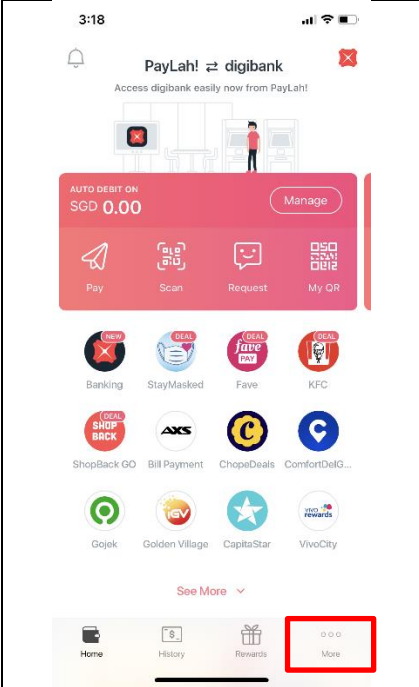
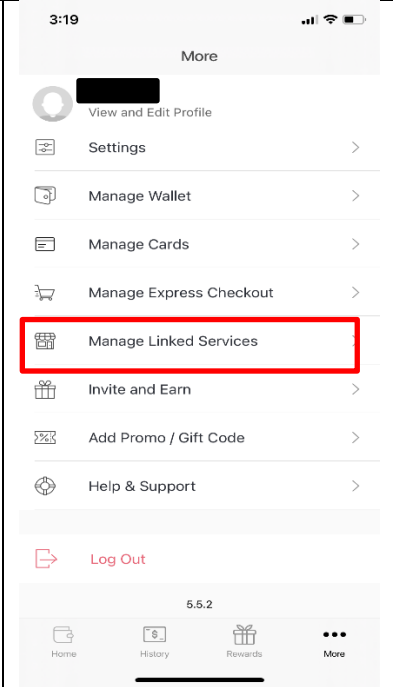
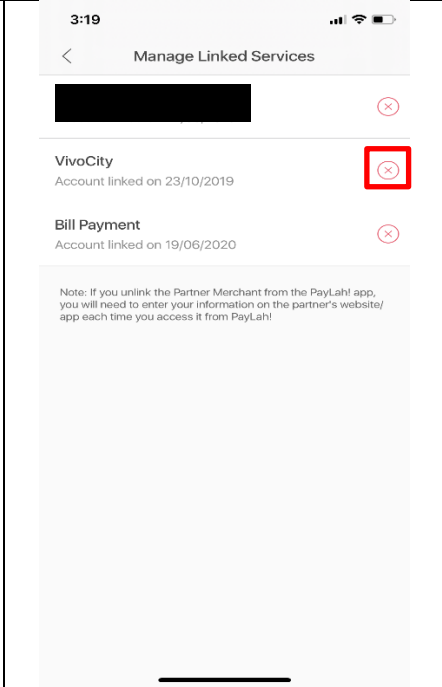
I have forgotten my password, what should I do?

You may retrieve your password by tapping on 'Forget Password?' in the VivoCity SG App. You will then be prompted to key in your email address. Next, a Password Reset email will be sent to you. Please follow the instructions in the email to create a new password.

I wish to opt out of this programme. How do I withdraw my participation?

The opt-out process is only available through the DBS PayLah! App. You may withdraw your participation by tapping on 'More' > 'Manage Your Lifestyle Logins' to delink your VivoRewards Membership account (refer to screenshots below).

This will only withdraw your participation from the DBS x VivoRewards+ Programme. Your VivoRewards+ Membership account will continue to be active and you may continue to submit your receipts via the VivoCity SG App to earn VRPoints.

		
<p>1. Login with PayLah credentials and tap on 'More'</p>	<p>2. Tap on 'Manage Linked Services'</p>	<p>3. Tap on the red 'X' and below message will appear – 'You have unlinked VivoCity from PayLah!'</p>

Why are my VRPoints from my DBS/POSB transactions not reflected in my VivoRewards+ account?

You will need to register for this programme and give DBS and Mapletree (VivoCity) consent to collect, use and disclose your personal and payment data before transactions are transmitted to Mapletree (VivoCity) for calculation of VRPoints.

If you have registered for the programme, only eligible transactions (\geq S\$20) made via an eligible DBS/POSB Credit/Debit Card, NETS via a DBS/POSB ATM Card or NETS QR via DBS PayLah! at participating stores in VivoCity will be transmitted to Mapletree (VivoCity) for calculation of VRPoints

Where can I view my transaction history?

You can only view your VRPoints and Parking\$ balance, expiry dates and registered vehicle(s) via the DBS PayLah! App. Should you wish to view your detailed transaction history, you can only do so via the VivoCity SG App, under 'Rewards'.

INSTANT CREDITING OF VRPOINTS VIA DBS X VIVOREWARDS+ PROGRAMME

What transactional data will DBS be sharing with Mapletree (VivoCity)?

Only eligible transactional data (\geq S\$20, including cancelled transactions) made via eligible DBS/POSB Credit/Debit Cards, NETS via DBS/POSB ATM Cards or NETS QR via DBS PayLah! at participating stores in VivoCity will be transmitted to Mapletree (VivoCity) for calculation of VRPoints.

Will Mapletree (VivoCity) have access to transactional data on all my DBS/POSB Payment Modes?

No. Only eligible transactional data (\geq S\$20, including cancelled transactions) made via eligible DBS/POSB Credit/Debit Cards, NETS via DBS/POSB ATM Cards or NETS QR via DBS PayLah! at participating stores in VivoCity will be transmitted to Mapletree (VivoCity) for calculation of VRPoints.

Do I still need to submit my receipts via the VivoCity SG App if I have registered for this programme?

No, you do not need to submit your receipts via the VivoCity SG App for the same transaction. Such receipts' submission will be regarded as duplicates and rejected from the system. Any erroneous VRPoints credited will be reversed.

How are VRPoints credited for purchases made via instalment payment plans (IPP)?

VRPoints are credited based on the full purchase amount.

What transactions are excluded from this Programme?

The following transactions are excluded:

- Purchases made with DBS UnionPay Platinum Debit Card via Union Pay;
- Scan and pay purchases using Static QR codes via DBS PayLah! (e.g. Movie ticket purchase on Golden Village VivoCity Automated Ticketing Machines);
- Scan and pay purchases using SG QR codes;
- Scan and pay purchases using mobile wallets in Merchants Apps, including but limited to
- GrabPay and SingtelDash;
- Scan and pay purchases using DBS digibank App;
- Scan and pay purchases using Application Payment Services, including but not limited to Alipay, FavePay and WeChat Pay;
- Fund transfer with PayNow via DBS PayLah! and
- Purchases made via mobile applications (e.g. FairPrice Scan & Go) or mobile/online ordering systems.

In addition to the above, transactions made at money-changing facilities and pushcarts, top-up card machines or use of any form of top-ups, including without limitation, the addition to any top-up cards or any purchase offset using top-up and/or points from credit/debit cards, bill payments including but not limited to AXS and telecommunication bill payments, purchase of gift vouchers, pre-paid cards and parking coupons for public car parks and transactions made at atrium fairs are not eligible for any VRPoints.

Can I convert my DBS Rewards Points or POSB Daily\$ into VRPoints for redemption?

No, DBS Rewards Points and POSB Daily\$ earned on DBS/POSB Credit Cards cannot be converted to VRPoints and vice-versa.

Will I earn VRPoints instantaneously if I spend at other Mapletree malls?

No, the DBS x VivoRewards+ Programme is exclusive to VivoCity Singapore. VRPoints will only be credited for eligible purchases made in VivoCity Singapore.

OTHER ENQUIRIES

How can I get more help?

For further enquiries, please email to vivorewards@vivocity.com.sg.

For more information on DBS PayLah!, please visit <https://www.dbs.com.sg/personal/deposits/pay-with-ease/dbs-paylah>.