

## DBS Vantage Visa Infinite Card Promotions & Programmes

### Frequently Asked Questions (FAQs)

#### Up to 2.2 miles or 2.2% cashback per S\$1 spend

**1. What is considered as Local spend?**

Local spend refers to retail transaction(s) posted in Singapore dollars.

**2. What is considered as Overseas spend?**

Overseas spend refers to retail transaction(s) posted in foreign currencies.

**3. How is Miles / Cashback awarded to me?**

Miles / Cashback earned on this Card will be awarded in the form of DBS Points and can be converted at a rate of:

- a. 1 DBS Point to 2 miles; or
- b. 1 DBS Point to S\$0.02 cashback.

If you have chosen Cashback as your choice of rewards, rewards will be awarded in the form of DBS Points on eligible spend during the month. The DBS Points will then be automatically converted to Cashback on the 1<sup>st</sup> business day of the next calendar month.

**4. Is there an expiry to the DBS Points earned on this Card?**

DBS Points earned will expire 3 years from the earned date.

**5. When will I receive my cashback if I have chosen Cashback as my choice of reward?**

Your cashback will be credited to your Card Account (that is in good standing) on the 3<sup>rd</sup> working day of the next calendar month.

**6. Can I cancel my cashback conversion and get my DBS Points back?**

Conversion of DBS Points to cashback can't be reversed or cancelled.

**7. Am I able to use my DBS Points earned under DBS Vantage Card to redeem for Rewards when my choice of reward is Cashback?**

DBS Points will be awarded on eligible transactions and only converted to cashback on the 1<sup>st</sup> business day of every month. Prior to conversion, you will be able to use your DBS Points earned under DBS Vantage Card to redeem for Rewards on <https://rewards.dbs.com/index.aspx> or other redemption channel(s). If a Cardmember has more than one (1) DBS/POSB Card, DBS Points earned on all Card Accounts may be aggregated for purposes of redemption of Rewards.

**8. What happens on the 1<sup>st</sup> business day of the month if I have fully redeemed all my DBS Points earned under DBS Vantage Card for Rewards when my choice of reward is Cashback?**

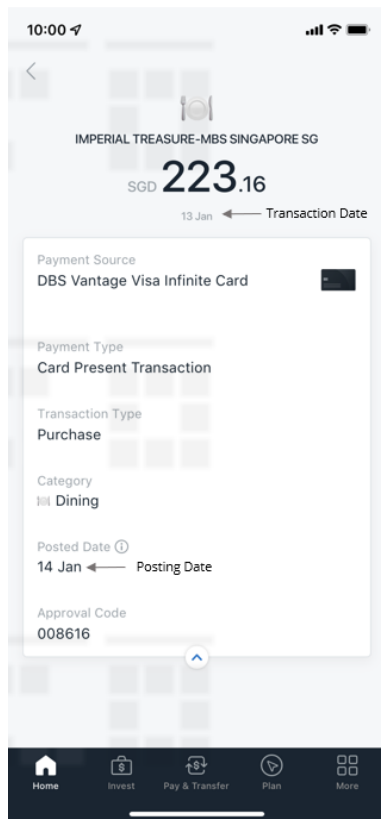
There will not be any conversion of DBS Points to cashback if you do not have sufficient DBS Points in your DBS Vantage Card.

### 9. What happens if I make a refund?

Any DBS Points awarded in respect of the Refunded Transaction(s) will be deducted from your Card Account accordingly.

### 10. What is the difference between transaction date and posting date?

Transaction date refers to the date when a purchase is made. Posting date refers to the date when the transaction is received by DBS. As merchants may make a settlement a few days after the transaction(s) have been made, posting date may be a few days later than the transaction date. As such, DBS has no control over when merchants record the transaction(s). You can check the transaction date and posting date for each transaction under the Transaction History in digibank.



### Choice of Reward

#### 11. Why am I automatically enrolled to Miles?

This is to ensure you are entitled to our rewards programme upon sign up.

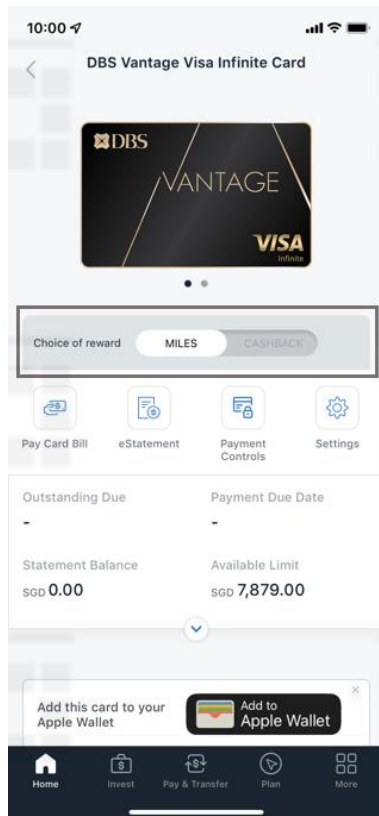
### Switch of Reward

#### 12. Where can I switch my reward from Miles to Cashback or Cashback to Miles?

You can make the switch on DBS digibank app. Limited to one switch per calendar month.

### 13. How can I make the switch of reward?

Log in to digibank app and select DBS Vantage Visa Infinite Card under Cards -> Switch to either Miles or Cashback under Choice of Reward.



### 14. What happens if I do not have a DBS digibank app?

You will need to download the DBS digibank app from App Store, Google Play or AppGallery then create/sign in using your digibank account.

### 15. How do I know if the switch that I made is successful?

You will see your chosen reward reflected under Choice of Reward if it is successful.

### 16. I have made a switch this calendar month. When can I make the next switch?

You can make the next switch from the 1<sup>st</sup> day of the next calendar month.

### 17. What happens if I switch from Miles to Cashback?

All DBS Points earned to date on your DBS Vantage Card will be converted to cashback on the 1<sup>st</sup> business day of the next calendar month and automatically applied to offset your bill.

### 18. What happens if I switch from Cashback to Miles?

All DBS Points on your DBS Vantage Card will accumulate in your Card Account and will expire 3 years from the earned date.

### **Annual Fee and 12,500 Bonus DBS Points**

#### **19. Why is my annual fee waiver request rejected?**

The annual fee for your DBS Vantage Card is S\$594 (inclusive of GST) and non-waivable unless a minimum S\$60,000 worth of retail spend is made in the preceding Card Year.

#### **20. How can I enjoy annual fee waiver?**

While the annual fee is strictly non-waivable for the first year, you will enjoy a waiver in the subsequent years if a minimum of S\$60,000 worth of retail spend is made in the preceding Card Year.

#### **21. What is a Card Year?**

Card Year refers to the 12-month period starting from the date the Card application was approved by DBS.

#### **22. When will the 12,500 bonus DBS Points be credited?**

The 12,500 DBS Points will be credited to the Principal Card Account the next working day after the annual fee is charged.

#### **23. Am I still eligible for 12,500 bonus DBS Points if I enjoy annual fee waiver?**

You are not eligible for 12,500 bonus DBS Points if you enjoy the annual fee waiver by reaching the minimum annual spend of S\$60,000 in the preceding Card Year.

### **Complimentary digital Accor Plus Explorer membership**

#### **24. What is an Accor Plus Explorer membership?**

Accor Plus is the most expansive travel, dining and lifestyle programme, which enables you to do more across Asia Pacific. An Accor Plus Explorer membership includes an extensive range of benefits including a Stay Plus complimentary night, accommodation, and dining discounts of up to 50%, invitations to exclusive member events and experiences, Elite Silver membership status in ALL – Accor Live Limitless, Accor's global lifestyle loyalty programme, early access to Accor hotel sales, and more. Accor Plus member benefits are applicable at over 1,000 participating Accor hotels and resorts, and 1,400 Accor hotel restaurants across 20 countries.

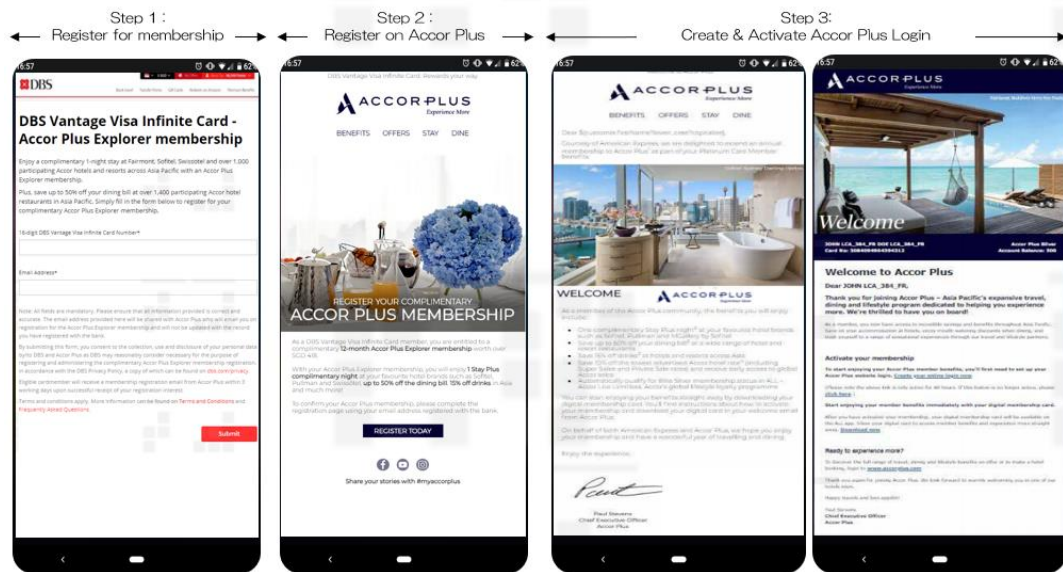
Each principal DBS Vantage Visa Infinite Cardmember who has successfully registered for a complimentary Accor Plus Explorer membership can access his/her Accor Plus member benefits via a digital card on the Accor ALL app and will receive a physical membership pack.

#### **25. How do I register for my complimentary digital Accor Plus Explorer Membership?**

**Step 1:** Upon receiving your DBS Vantage Card, apply for your Accor Plus membership via [DBS' webpage](#). You will receive a registration email from Accor Plus within 3 working days of successful application.

**Step 2:** Complete your registration on Accor Plus' website by following the instructions on the registration email.

**Step 3:** Upon successful registration, you will receive a welcome email from Accor Plus containing instructions on activating your membership and downloading of your digital card.



**Step 4:** Enjoy your Accor Plus Membership! You may access your digital membership card via the Accor ALL app after you have successfully created your member login. You will also receive a physical membership pack with dining vouchers from Accor Plus via mail within 10 to 15 working days after you have successfully completed your membership registration on Accor Plus' webpage.

**26. I have registered on the DBS webpage multiple times but have not received the registration email from Accor Plus after 3 working days, even after checking my spam / junk mail. What should I do next?**

Only the first email address submitted via the DBS webpage will be tagged with an Accor membership. If you have not received the registration email from Accor Plus after 3 working days, please visit [www.accorplus.com/sg/vantage](http://www.accorplus.com/sg/vantage) to complete your registration by inputting the first email address submitted on the DBS webpage.

Should you encounter membership registration errors, please contact Accor Plus Member Services at [singapore@accorplus.com](mailto:singapore@accorplus.com).

**27. Which hotel brands are currently participating in the Accor Plus programme?**

The following Accor hotel brands are currently participating in the Accor Plus programme:

Banyan Tree, Sofitel Legend, Fairmont, SO/, Sofitel, MGallery, Art Series, Mondrian, Pullman, Swissôtel, Angsana, Mövenpick, Grand Mercure, Quay West, Peppers, The Sebel, Mantra, Cassia, Novotel, Mercure, Tribe, BreakFree, Ibis, Ibis Styles and Ibis Budget.

Accor Plus member benefits exceptions may apply at individual participating Accor properties. For more details, visit [accorplus.com/sg](http://accorplus.com/sg).

**28. Which countries can an Accor Plus membership be used at?**

Your Accor Plus membership is applicable across participating Accor hotels in Australia, Cambodia, Fiji, French Polynesia, Hong Kong China, India, Indonesia, Japan, Laos, Macau China, Mainland China, Maldives, Malaysia, Mongolia, Myanmar, New Zealand, Philippines, Singapore, South Korea, Taiwan China, Thailand and Vietnam.

The countries listed above are accurate as of April 2022.

Visit [www.accorplus.com/sg/benefits/more-destinations/](http://www.accorplus.com/sg/benefits/more-destinations/) to discover more.

**29. What is the difference between Accor Plus and ALL – Accor Live Limitless?**

Besides enjoying additional stay benefits with Members' Rate at minimum 10% off, up to 50% on room offers, and dining discounts of up to 50% off, Accor Plus members also enjoy all the benefits of being a member of ALL – Accor Live Limitless. Accor Plus members automatically qualify for a minimum of Elite Silver membership status in ALL upon joining the programme, which offers priority check-in, welcome drink and late check-out (subject to availability).

**30. Who is entitled to Accor Plus Explorer membership?**

Each principal DBS Vantage Visa Infinite Cardmember is entitled to 1 complimentary Accor Plus Explorer membership per Card Year. This membership will be automatically renewed every year on your DBS Vantage Card open date.

**31. How can I register for my Accor Plus Explorer membership?**

You may register for a complimentary Accor Plus Explorer membership via [DBS' webpage](#).

**32. Will I receive a physical Accor Plus membership card when my application is successful?**

No, you will receive a digital membership card instead. Upon successful registration, you will receive a welcome email from Accor Plus within 3 working days. The welcome email will provide you with steps to create your member login and further details on accessing your Accor Plus member benefits.

**33. How do I access my digital membership card?**

You may access your digital membership card via the Accor ALL app after you have successfully created your member login.

**34. What will I receive from Accor Plus upon successful registration?**

You will receive a physical membership pack from Accor Plus via mail within 10 to 15 working days after you have successfully completed your membership registration on [Accor Plus' webpage](#).

**35. I did not receive the welcome pack from Accor Plus upon successful registration.**

Please contact Accor Plus at [singapore@accorplus.com](mailto:singapore@accorplus.com) and indicate your 16-character Accor Plus membership ID if you did not receive your physical membership pack.

**36. What should I do if I have misplaced the physical dining vouchers that comes in the welcome pack from Accor Plus?**

Once the vouchers have been issued, Accor Plus is unable to replace the physical dining vouchers.

**37. How long is my Accor Plus Explorer membership valid for?**

Your Accor Plus Explorer membership is valid for 12-month period per Card Year, as long as your Card remains in good standing.

**38. Why do I see 'Accor Plus Silver' in the Accor ALL App instead of 'Accor Plus Explorer'?**

This refers to your status as an Accor Plus member and your Elite Silver status in ALL – Accor Live Limitless, Accor's global lifestyle loyalty programme.

**39. What is the definition of 1 Stay Plus in the Accor ALL App?**

The Stay Plus benefits refers to the complimentary night accommodation in a participating Accor hotel each year. Members can choose from a wide variety of participating hotels, resorts, and apartments across Asia Pacific.

**40. Is the complimentary night applicable at any of the Accor hotel brands?**

Accor Plus Stay Plus complimentary night is applicable at participating Accor properties across Asia Pacific. Please visit [accorplus.com/sg](https://accorplus.com/sg) for more details on utilising the Stay Plus benefit including [Stay Exceptions](#).

**41. Can the complimentary night be used for any room booking?**

The Stay Plus complimentary night is valid for a Standard Room and any Stay Plus booking with a higher room category requires an upgrade fee. The Stay Plus benefit is subject to allocation. If you are looking to use your complimentary night on a weekend or during special event periods, please be sure to book well in advance. A Stay Plus booking can be made up to 12 months in advance, provided the check-in and check-out date is within the membership period.

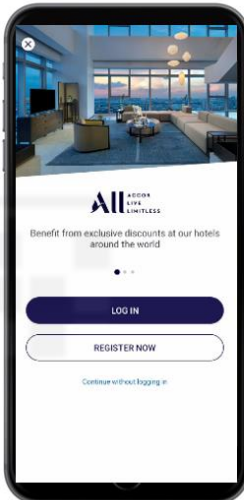
**42. How do I book my Stay Plus complimentary night?**

Follow the steps below to book your Stay Plus night:

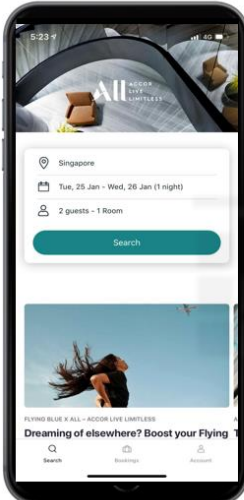
- a) Login to [accorplus.com/sg](https://accorplus.com/sg)
- b) Select a destination or a participating Accor hotel within Asia Pacific
- c) Enter your preferred dates and fill in the other requested details
- d) Select "Yes" in the Stay Plus drop-down menu
- e) Click the Search or Book button
- f) You will be redirected to the booking page where you can select your hotel and room of choice



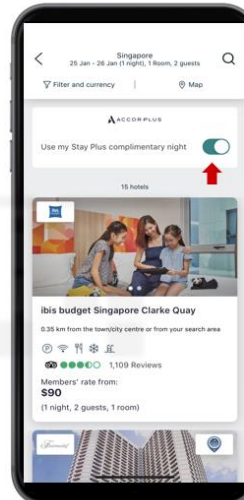
Entry Point: Accor ALL App



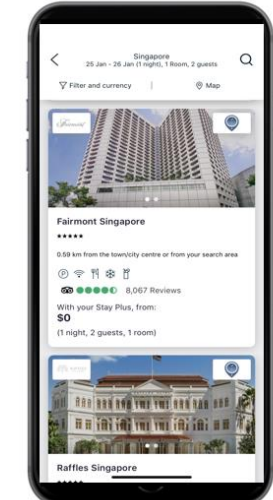
Step 1: Search for availability



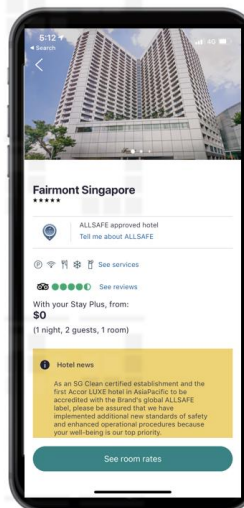
Step 2: Redeem your 1N stay



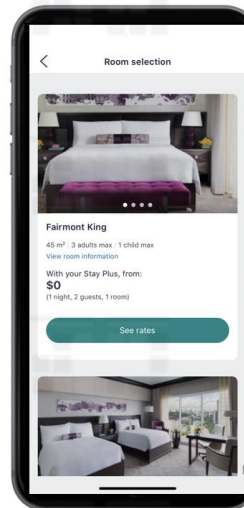
Step 3: Choose your preferred hotel



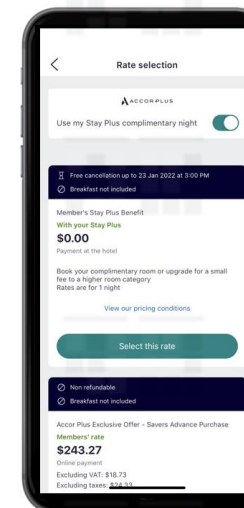
Step 4: See Room Rates



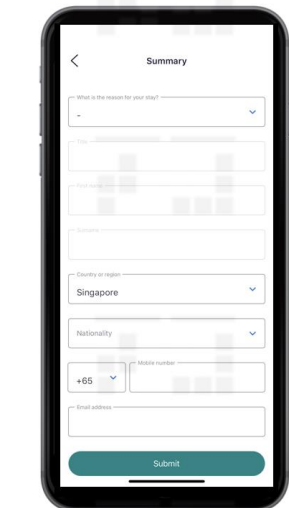
Step 5: Select Room



Step 6: Select Rate



Step 7: Submit Reservation



#### 43. Do all restaurants at Accor hotels offer member dining discounts?

Accor Plus member dining discounts are applicable at participating Accor hotel restaurants across Asia Pacific when a valid membership card is presented. Accor Plus member dining discounts of up to 50% may not apply on seasonal or special menus and are not applicable for in-room dining and items from the kids' menu. Accor Plus members get to enjoy a minimum 10% off any promotion price available to the public. Please visit [accorplus.com.sg](https://accorplus.com.sg) for more details on utilising the dining benefit including [Dining Exceptions](#).



**44. How does the dining discount work?**

Accor Plus member dining discounts in Asia are based on the number of people dining per table – 100% of total food bill divided by total diners per table.

- 1 member – 25% off
- 1 member with 1 guest – 50% off
- 1 member with 2 guests – 33% off
- 1 member with 3 guests – 25% off
- 1 member with 4 guests – 20% off
- 1 member with 9 or more guests – minimum 10% off

In the Pacific, more than 1 Accor Plus membership card may be presented per table, provided the total food discount does not exceed 50%.

**45. How do I receive the dining benefits with my Accor Plus membership?**

You may make a booking for a restaurant on the [accorplus.com/sg](https://accorplus.com/sg) via Table Plus, an online restaurant booking site for instant reservations. Be sure to present your digital Accor Plus membership card upon arrival at a participating Accor hotel restaurant to enjoy your member dining benefits.

**46. How many rooms can I book as an Accor Plus member?**

You may book up to two rooms with Members' Rate, providing the member is staying in one of the rooms, and the stay dates of the second room are the same as the stay dates of the room occupied by the member.

**47. Can I use my Members' Rate to book an accommodation on behalf of someone else?**

No, any accommodation booking on Members' Rate must be for the Accor Plus member.

**48. Can my family or friends share my Accor Plus Explorer membership?**

No, your Accor Plus membership is strictly for your use only and is non-transferrable.

**49. I'm a supplementary cardmember. Am I eligible?**

Complimentary Accor Plus Explorer membership is only applicable to principal DBS Vantage Visa Infinite Cardmembers.

**50. I am an existing Accor Plus Traveller / Explorer / Explorer Plus member, what will happen to my existing membership when I sign up for the DBS Vantage Card and register via DBS' webpage?**

Accor Plus will renew you as a DBS x Accor Plus Explorer member for the next term only upon expiry of any existing memberships. This membership will then be automatically renewed every year on your DBS Vantage Card open date.

**51. I am an existing Accor Plus Traveller member. Will I be automatically upgraded to an Accor Plus Explorer member after I sign up for the DBS Vantage Card and register via DBS' webpage?**

No, Accor Plus will renew and upgrade you to a DBS x Accor Plus Explorer member only upon expiry of your existing Accor Plus Traveller membership. If you want to upgrade immediately, you will need to contact Accor Plus to terminate your existing Accor Plus Traveller membership.

**Complimentary digital Priority Pass™ Membership****52. Who is entitled to utilise the 10 free lounge visits?**

Each principal DBS Vantage Visa Infinite Cardmember is entitled to 10 complimentary lounge visits per 12-month membership period. You have a choice to enjoy either:

- Separate member visits; or
- Concurrent member & guest visit.

**53. Will I receive a physical Priority Pass™ membership card when my application is successful?**

No, you will receive a welcome email with your digital Priority Pass™ Membership account details from Priority Pass™ when your application has been successfully processed.

**54. If I am an existing Priority Pass account holder, will I be able to merge my Vantage Priority Pass benefits with the existing membership account?**

Priority Pass™ Memberships are unique and cannot be merged, as each Priority Pass membership is under a different program and have different benefits. However, existing members can hold multiple Priority Pass accounts using the same email but different login usernames. The email address and username is required in the application form.

**55. Can I visit the lounge again after utilising the 10 complimentary visits?**

Any additional visits or accompanying guests will enjoy the preferential visit rate of US\$32 per person per visit. All preferential visit fee amounts will be debited from your DBS Vantage Visa Infinite Card on file as per Priority Pass™ records.

**56. I'm a supplementary cardmember. Am I eligible?**

Complimentary Priority Pass™ Membership is only applicable to principal DBS Vantage Visa Infinite Cardmembers.

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

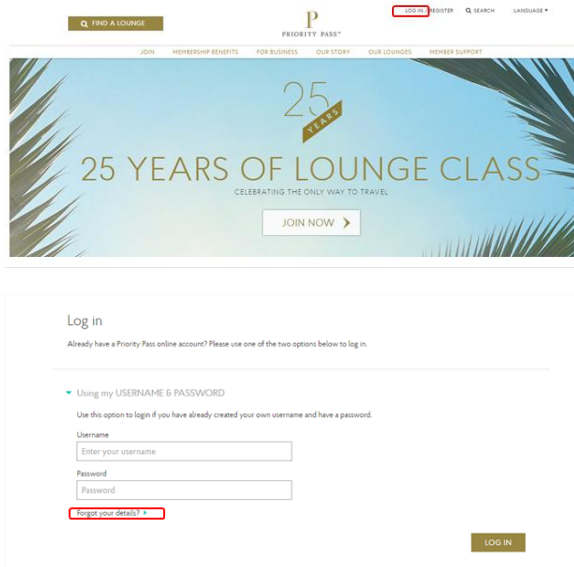
Your digital Priority Pass™ membership card and boarding pass must be presented at the lounges for entry.

## 58. 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.

### a) How can I retrieve my username and/or password?

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



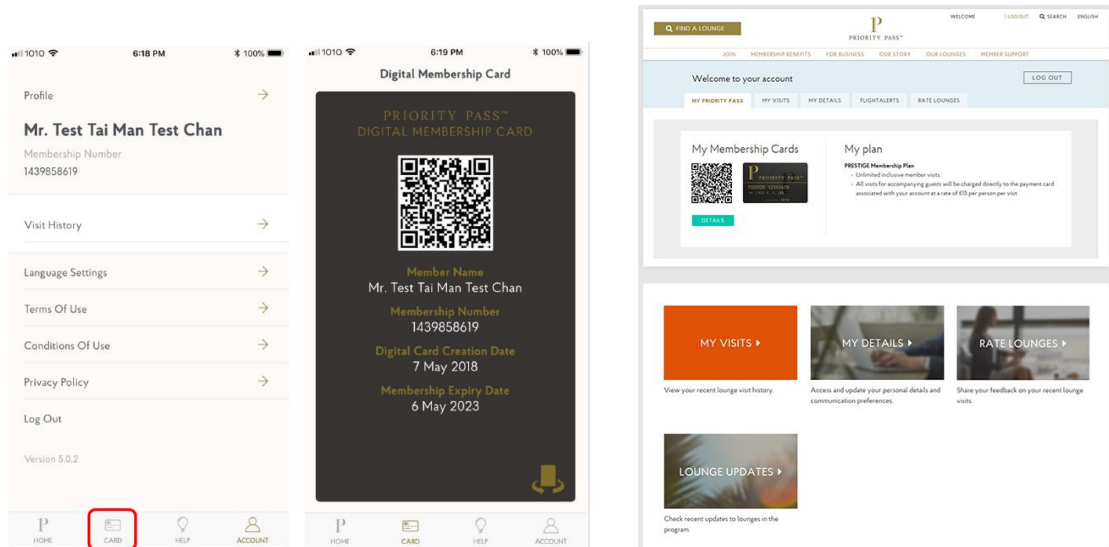
The screenshot shows the Priority Pass website. At the top, there's a navigation bar with links like 'FIND A LOUNGE', 'JOIN', 'MEMBERSHIP BENEFITS', 'FOR BUSINESS', 'OUR STORY', 'OUR LOUNGES', and 'MEMBER SUPPORT'. Below this is a large banner celebrating '25 YEARS OF LOUNGE CLASS' with a 'JOIN NOW' button. The main content area is titled 'Log in' and includes a message: 'Already have a Priority Pass online account? Please use one of the two options below to log in.' There are two options: 'Using my USERNAME & PASSWORD' and 'Using my mobile number'. The 'Using my USERNAME & PASSWORD' option is selected, showing fields for 'Username' and 'Password'. A red box highlights the 'Forgot your details?' link below the password field. A 'LOG IN' button is at the bottom right.

### b) If you have not yet created your online account:

**Step 1:** Visit [www.prioritypass.com/vantagecard](http://www.prioritypass.com/vantagecard) to register for your digital Priority Pass™ membership card. You will receive a welcome email after you have successfully register for an account.



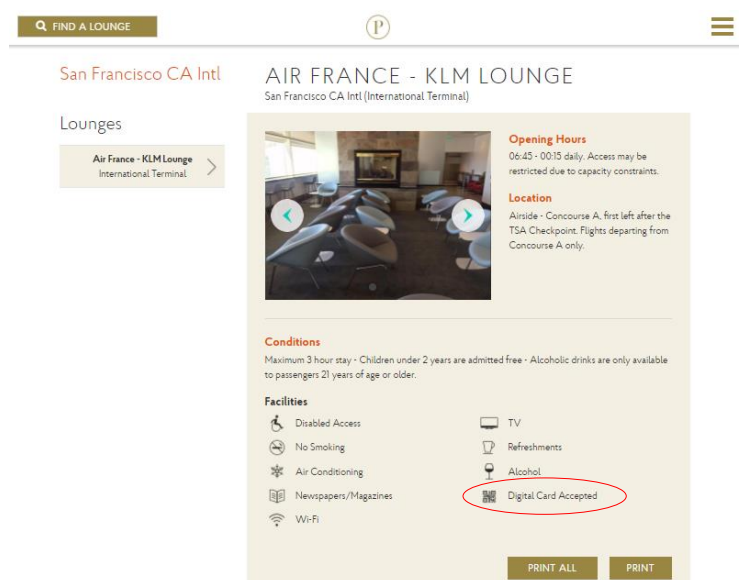
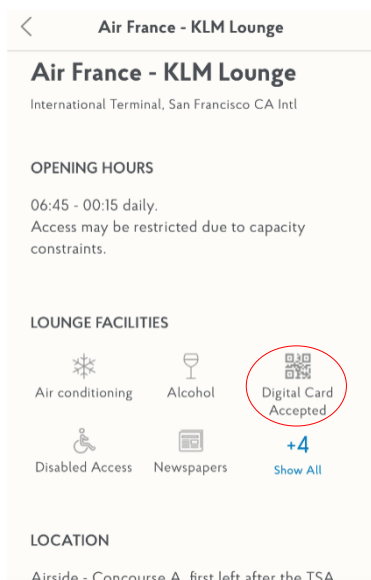
**Step 2:** Once the account is created, you can access your membership details and digital membership card using the username and password that you have created during your membership enrollment to login via the Priority Pass™ [app](#) or [website](#) to access the digital membership card.



See the [step by step activation guide](#) for full details.

## 59. 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.



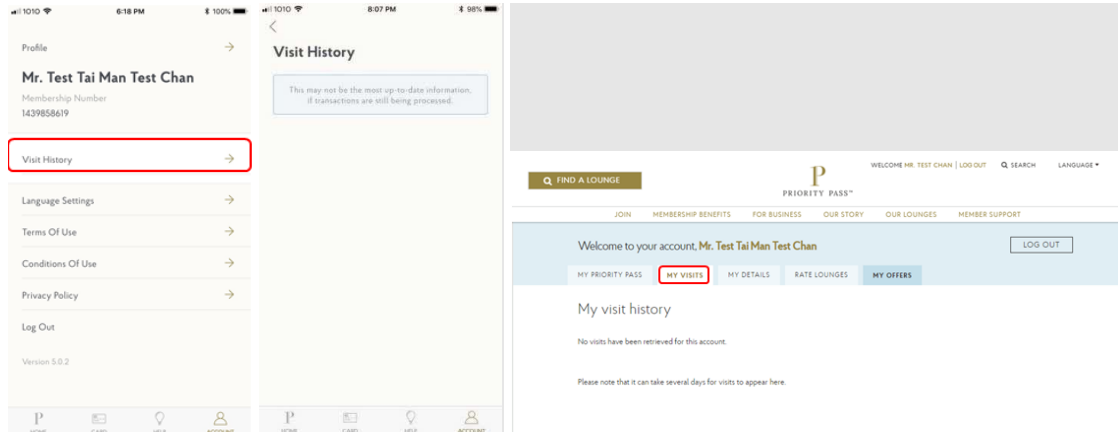
**60. Is the 12-month membership period based on calendar year?**

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 Card Expiry Date = 7 Dec 2022, current 12-month membership period will be 8 Dec 2021 to 7 Dec 2022.

**61. 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.



Terms and Conditions Governing DBS Vantage Visa Infinite Card Promotions and Programmes (“**Vantage Card Promotions & Programmes**”) apply. Please refer [here](#) for details.