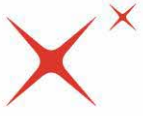


DBS Multiplier Account
Frequently Asked Questions





Frequently Asked Questions (FAQs)

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SECTION A: GENERAL

Q1) What is DBS Multiplier Account?

The DBS Multiplier Account is a deposit account that rewards you higher interest when you credit your income (salary and/or dividends) and transact in one or more of the following categories: credit card spend, home loan instalment, insurance, investments.

It has Singapore Dollar and 12 foreign currencies in one account. It also comes with iBanking, eStatement but without cheques facilities.

Q2) Do I have to move my transactions in my other DBS/POSB accounts to the Multiplier Account?

No. Eligible transactions are automatically detected across the DBS/POSB products held by you. You only need to deposit funds in your Multiplier Account, while transacting with your usual DBS/POSB accounts to enjoy the higher interest rates.

Q3) Can I open more than 1 Multiplier Account?

No. You can only open 1 Multiplier Account.

Q4) How do I apply for Multiplier Account online?

You can apply for Multiplier Account online through iBanking. Login to iBanking and follow one of these options:

1. Setting up a New Multiplier Account by following these steps in iBanking:
 - Apply > Deposit Accounts > DBS Multiplier Account > Instant Apply OR
 - Request > Opt-in Bank & Earn Programme
2. Convert existing personal DBS Autosave or DBS Multi Currency Account (joint account not allowed) to Multiplier Account in iBanking:
 - Request > More Requests > Request for DBS Autosave Account Conversion
3. Switch Bank & Earn Programme (from POSB Cashback Bonus to Multiplier Account) in iBanking:
 - Request > More Requests > Switch Bank & Earn Programme

Q5) Is the Multiplier Account opened immediately?

If you apply for a new account between Mondays to Sundays (including Public Holidays), 0700 hr to 2230 hr, your account will be opened instantly. Should the account be opened on the last day of the month, applications made between 0700 hr and 2000 hr will be opened instantly. Beyond this period, account opening will take 2 working days (including Public Holidays).



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Q6) What should I take note of before switching from POSB Cashback Bonus to Multiplier Account?

Upon successful switching, any cashback not yet credited will be forfeited. Any existing insurance or invest-saver plan will also cease to be recognised as eligible transactions under Multiplier Account.

Q7) I'm currently enrolled in POSB Cashback Bonus. Can I open the Multiplier Account as well?

No. You can either hold a Multiplier Account or be enrolled in POSB Cashback Bonus at any point in time.



SECTION B: PREFERENTIAL INTEREST

Q1) When will I receive my interest?

The interest is credited into your Multiplier Account in 2 parts:

- Base interest (0.05%): Credited on the last calendar day of the month
- Preferential interest (if any): Credited by the 7th working day of the following month

Q2) How is the interest calculated?

The interest is calculated daily.

1. The preferential interest rate is applied to the end-day S\$ balance in your Multiplier Account.
2. Interest earned for each balance tier is calculated and rounded off to the nearest 4 decimal places.
3. Each day's interest earned is summed up and rounded off to the nearest 2 decimal places.
4. The entire month's interest is then summed up.

Q3) What do I need to do to enjoy higher interest rates?

You need to do the following:

1. Credit your income (salary and/or dividends) to a DBS/POSB deposit account AND
2. Transact in 1 or more of these 4 categories: Credit Card Spend, Home Loan Instalments, Insurance, Investments

These eligible transactions must add up to S\$2,000 or more monthly to start enjoying higher interest rates. If you do not qualify, you will still enjoy the prevailing base interest rate (0.05%) in your Multiplier Account.

Please refer to the next page for the examples.

Q4) What interest rate will I earn on my Multiplier balances, if I do not fulfil the criteria for preferential interest on balance tiers?

Any Multiplier balances that do not fulfil the criteria for preferential interest will earn base interest rates.



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Total eligible transactions per month	Multiplier Account Balance		
	First S\$25,000	First S\$50,000	Next S\$50,000
	Income + transactions in 1 category	Income + transactions in 2 categories	Income + transactions in 3 or more categories
<S\$2,000	0.05% (p.a.)	0.05% (p.a.)	0.05% (p.a.)
≥S\$2,000 to <S\$2,500	1.40% (p.a.)	1.80% (p.a.)	2.00% (p.a.)
≥S\$2,500 to <S\$5,000	1.60% (p.a.)	2.00% (p.a.)	2.20% (p.a.)
≥S\$5,000 to <S\$15,000	1.80% (p.a.)	2.20% (p.a.)	2.40% (p.a.)
≥S\$15,000 to <S\$30,000	1.90% (p.a.)	2.30% (p.a.)	2.50% (p.a.)
≥S\$30,000	2.00% (p.a.)	3.50% (p.a.)	3.80% (p.a.)

Example 1:

Total eligible transactions for the month: S\$7,056, made up of:

- Income: S\$5,000
- Credit Card Spend: S\$800
- Home Loan Instalment: S\$1,256

Based on Income + transactions in 2 categories, interest rates for each balance tier will be:

- First S\$50,000: 2.20% p.a.
- Beyond S\$50,000: 0.05% p.a.

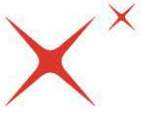
Example 2:

Total eligible transactions for the month: S\$31,500, made up of:

- Income: S\$20,000
- Credit Card Spend: S\$1,000
- Home Loan Instalment: S\$2,500
- Investment: S\$8,000

Based on Income + transactions in 3 categories, interest rates for each balance tier will be:

- First S\$50,000: 3.50% p.a.
- Next S\$50,000: 3.80% p.a.
- Beyond S\$100,000: 0.05% p.a.



SECTION C: ELIGIBLE TRANSACTIONS

Q1) Could you provide a quick overview of the eligible transactions?

1. **Income (salary and/or dividends) (Mandatory)**: In any personal or joint DBS/POSB deposit account.
2. **Credit Card Spend**: Retail and cash advance transactions with any DBS/POSB personal credit cards.
3. **Home Loan Instalments**: Monthly instalments due on disbursed DBS/POSB residential loans.
4. **Insurance**: Monthly premium due on eligible regular premium (RP) policies purchased via DBS/POSB, after you have successfully opened Multiplier Account. Existing RP policies you have before that will not be counted.
5. **Investments**:
 - (i) **DBS Invest-Saver** purchased via DBS/POSB after opening your Multiplier Account (existing Invest-Saver purchased before that will not be recognised)
 - (ii) **Unit Trust lump-sum** purchased via DBS/POSB after opening your Multiplier Account (existing unit trust lump-sum purchased before that will not be recognised);
 - (iii) **Online equity trades** made via DBS Vickers or DBS Online Equity Trading

Q2) Is there a minimum amount required for any category?

No. If your total monthly eligible transactions add up to S\$2,000 or more, you start enjoying higher interest rates. Total monthly eligible transactions is derived by summing up the monthly amounts within each category: Income (salary and/or dividends), Credit Card Spend, Home Loan Instalments, Insurance and Investments.

Q3) Do I have to move my transactions from other DBS/POSB accounts to the Multiplier Account?

No. Eligible transactions are automatically detected across the DBS/POSB products held by you. You only need to deposit funds in your Multiplier Account, while transacting with your usual DBS/POSB accounts to enjoy the higher interest rates.

Q4) How do you compute the eligible transactions?

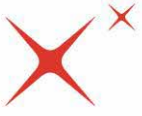
Computation begins from the date of Multiplier Account opening to the last day of the month. If your Multiplier Account is opened on the last day of the month, computation will only begin on the first day of the following calendar month.

For subsequent months, it will be computed from the first to last day of the month.

Q5) How do I keep track of my eligible transactions for the month?

You can track your eligible transactions through iBanking:

1. **Bank & Earn Summary** (View current month and the past 2 months)



How to navigate to Bank and Earn Summary in iBanking:

View Bank & Earn Summary

15 Aug 2019 05:27 PM Singapore

DBS Multiplier Account 120-355698-6

Aug Jul Jun Interest Earned This Year **\$5191.74**

Your Multiplier Account Balance **\$571,757.89**

Total Eligible Monthly Transactions **\$51,200.61**
As of 13 Aug

Total eligible transactions per month

	< \$52,000	≥ \$52,000 to < 2,500	≥ \$52,500 to < 5,000	≥ \$55,000 to < 15,000	≥ \$515,000 to < 30,000	≥ \$530,000
First \$25,000	Income + transactions in 1 category	0.05% p.a.	1.55% p.a.	1.85% p.a.	1.90% p.a.	2.00% p.a.
Next \$50,000	Income + transactions in 2 category	0.05% p.a.	1.80% p.a.	2.00% p.a.	2.20% p.a.	2.30% p.a.
Next \$50,000	Income + transactions in 3 or more category	0.05% p.a.	2.00% p.a.	2.20% p.a.	2.40% p.a.	2.50% p.a.

Breakdown of the month's eligible transaction(s)

Income	\$50.00	Investment	\$5645.80
Credit Card Spend	\$554.81	Insurance	
Home Loan Instalment	\$50.00		

2. eStatement

How to navigate in iBanking: My Accounts Summary > View eStatement and eAdvice

Dates of individual eligible transactions

Period of the consolidated view

The account / credit card / investment fund / insurance policy that your transaction originates from, along with its amount.

DATE	DESCRIPTION	DETAILS	AMOUNT (\$S)
CREDIT CARD SPEND There are no eligible transactions.			
HOME LOAN There are no eligible transactions.			
INVESTMENTS			
14 FEB	UT RSP Contribution - 2/12		134.00
14 FEB	Dividends/Cash Distribution		1,100.07
LIFE INSURANCE			
01 FEB	Premiums Due - 1/12		1,200.50
SALARY			
28 FEB	Salary		7,620.00
TOTAL TRANSACTION AMOUNT			10,256.17

Your total monthly transaction amount. Together with the number of categories you fulfil, it determines the interest rate for the stated month.

This counter tracks 12 months of Insurance premiums and / or 12 monthly contributions to UT RSP.



(C.1) INCOME (SALARY AND/OR DIVIDENDS) (MANDATORY)

Q1) How do I qualify for the income category?

You can qualify for the income category with either of the following:

- **Salary credit:** Credit your salary via GIRO with transaction reference codes 'SAL' or 'PAY'. The main description in your Statement of Account is "Salary" or "GIRO Salary" **and/or**
- **Dividend credit:** Dividends credited via GIRO from Central Depository Pte Ltd (CDP) with transaction reference codes 'CDP' or 'NDIV'. For customers with DBS Wealth Management Account, the dividends must be credited from Singapore Exchange (SGX) traded securities.

Q2) If I have both eligible salary and dividend credit, does that count as 2 separate categories?

No. All are classified under the Income transaction category and so will be counted as 1 category. However, they will all be summed up under total monthly eligible transactions for the month.

Salary Credit

Q3) What are the eligible salary credit transactions?

The salary is credited through GIRO with transaction reference codes 'SAL' or 'PAY'. The main description in your Statement of Account is "Salary" or "GIRO Salary".

Example:

07 Feb Salary
BY :SAF PAYROLL ACCOUNT

31 Mar GIRO Salary
BY :SA *****IM PTE
PART/REF:808 IH 808****8H

Q4) My salary credit is not eligible. What should I do?

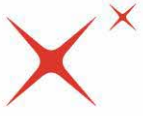
You can inform your company HR to use GIRO code 22 when they process the payroll/salary file to their corporate bank.

Q5) My joint account holder and I credit our salaries into a joint account and we each have our own Multiplier Accounts. How will the salaries be recognised?

The combined total salary credits in that joint account will be recognised under the individual Multiplier Accounts.

Example:

John and Mary credit their salaries (S\$3000 and S\$3100 respectively) into a joint POSB savings account. They have their own Multiplier accounts too. They are each accorded a total salary credit amount of S\$6,100.



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Dividend Credit

Q6) What are the eligible dividend credits?

Dividends credited from through GIRO from Central Depository Pte Ltd (CDP) with transaction reference codes 'CDP' or 'NDIV'. E.g. Dividends from companies listed on Singapore Stock Exchange (SGX), interest payment from Singapore Savings Bond (SSB).

For customers with DBS Wealth Management Account, the dividends must be credited from Singapore Exchange (SGX) traded securities.

The following transactions will not qualify as Eligible transactions: Dividends from unit trusts, dividends from SRS/CPF investments.

Q7) My joint account holder and I credit our dividends from Central Depository (CDP) into a joint account. We both have our own Multiplier accounts. How will the dividends be recognised?

The combined total dividend credits in that joint account will be recognised under the individual Multiplier Accounts.

Example: Michael and Sally have CDP dividend credits (S\$800 and S\$700 respectively) in a joint DBS account. They both have their own Multiplier Accounts. They are each accorded a total dividend credit amount of S\$1,500.

Q8) I'm a DBS Treasures / Treasures Private Client / Private Bank customer. I have dividends that are credited into my DBS Wealth Management Account. Are they recognised?

Yes, only dividends from SGX traded securities credited into the DBS Wealth Management Account are recognised.



(C.2) CREDIT CARD SPEND

Q1) What are the eligible credit card transactions?

Only posted retail and cash advance transactions are eligible credit card spend. Balance transfers, instalment payment plans, preferred payment plans, and any fees / charges imposed by the bank are not eligible.

Example:

30 Aug: Credit card spend is made at a merchant.

1 Sep: Transaction is posted to your credit card account.

This transaction is therefore recognised under September's credit card spend (not August).

Q2) I am a supplementary credit card holder. Will my card spend be recognised?

Yes. However, the supplementary card's eligible transactions will be accorded to the principal credit card holder.

Q3) Do reversals/refunds/credits posted to my credit card account(s) affect my eligible credit card spend for the month?

Yes. Any posted reversal/refund/credit will offset the eligible credit card spend. If the total amount of the reversals/refunds/credits exceeds the eligible credit card spend, there will not be any eligible transaction recognised under the Credit Card Spend category.



(C.3) HOME LOAN INSTALMENTS

Q1) My husband/wife and I are joint borrowers of a DBS/POSB home loan and we both have our own Multiplier Account. What is the amount accorded to me?

The first 3 joint borrowers of the home loan will each be accorded the full amount of monthly instalment due. This amount is not divided among borrowers.

Q2) I am paying off my DBS/POSB home loan partially/fully through Central Provident Fund (CPF). Is that CPF component counted?

Yes. Both CPF and cash contributions for the home loan instalment will be included in the eligible transaction amount.

Q3) I am listed as a borrower of a DBS/POSB home loan, but the loan servicing account (LSA) is under my relative's name. Do I still have eligible transactions recognised in this category?

Yes. The monthly instalment due is accorded to the first 3 joint borrowers of the loan, regardless of whether the LSA is under their names.

Q4) In the month where I successfully opened my Multiplier Account, my DBS/POSB home loan instalment was not recognised. Why is that so?

The amount accorded under the Home Loan Instalments category is based on the [instalment due date](#):

- For private properties, the instalment is payable on 1st of every month
- For HDB flats, the instalment is payable on 15th of every month

If your Multiplier Account was opened after the instalment due date, the recognition will start next month instead.



(C.4) INSURANCE

Q1) What type of insurance policies are considered eligible?

Only selected regular premium insurance policies (More Information > Insurance) purchased through DBS/POSB after the Multiplier Account is successfully opened, qualify as eligible transactions. The policy sign date will be taken as the date of purchase.

Q2) If my policy premium due is paid quarterly/annually, how is the transaction recognised?

We will derive the monthly premium amount from dividing the annualised premiums by 12.

Q3) When and how long will my policy be recognised as an eligible transaction?

The inclusion of the monthly premium amount as an eligible transaction will start 1 month after the policy inception date and continue for 12 consecutive months as long as the policy is in force.

Example:

Policy inception date	20 July
Recognition starts in	August
Preferential interest credit date	7 th working day of September

Q4) I wish to change my premium payment frequency e.g. yearly to monthly or vice versa. Will my policy still be recognised for this month?

In the event that there are modifications to the insurance policy, the monthly premium will cease to be included as an eligible transaction. This will take effect from the month where the modifications are made.

Modifications can include but are not limited to change in premium payment frequency and reassignment of policy ownership.

Q5) I was late in paying my premium due this month. Will my policy still be recognised as eligible transaction for this month?

Yes. Your policy will still be recognised as long as your policy is still in force.



(C.5) INVESTMENTS

Q1) If I have eligible investments in DBS Invest-Saver, Unit Trust lump-sum and Online Equities Trade, does that count as 3 separate categories?

No. All are classified under the Investments transaction category and so will be counted as 1 category. However, they will all be summed up under total monthly eligible transactions for the month.

Q2) If my investments are in foreign currency, will they be recognised?

Investment transactions will be recognised as the Singapore dollar equivalent at DBS' prevailing exchange rate.

DBS Invest-Saver

Q3) If I purchase DBS Invest-Saver using CPF or SRS funds, will it be recognised as an eligible transaction?

No. Purchase(s) of DBS Invest-Saver must be made in cash.

Q4) I have existing DBS Invest-Saver prior to opening the Multiplier Account. Will they be recognised?

Only new DBS Invest-Saver purchase(s) made after you have successfully opened your Multiplier Account will be recognised as eligible transactions.

Q5) How will my DBS Invest-Saver be recognised?

DBS Invest Saver will be recognised for the first 12 consecutive months after the free-look/cancellation period.

Q6) My DBS Invest-Saver contribution is not recognised for the month. Why is that so?

Inclusion of the monthly contributions as eligible transactions will cease from the month where there is any failed deduction, or the DBS Invest-Saver is terminated.

Q7) Can I terminate my existing DBS Invest-Saver and re-purchase so they will be recognised?

No. The existing DBS Invest-Saver has to be terminated and fully redeemed for 6 months before the re-purchase will be recognised.

Example:

Termination Date	29 April
Full Redemption Date	30 April
Re-purchase Set Up Date	After 30 October to be recognised

**Q8) How can I continue to have my Investments recognised after 12 months?**

You may consider taking up a different fund within the same asset class or different asset class.

Unit Trust Lump-Sum**Q9) If I purchase Unit trust lump-sum using CPF or SRS funds, will it be recognised as an eligible transaction?**

No. Purchase(s) of Unit Trust lump-sum must be made in cash.

Q10) I have existing Unit trust lump-sum prior to opening the Multiplier Account. Will they be recognised?

Only new Unit trust lump-sum purchase(s) made after you have successfully opened your Multiplier Account will be recognised as eligible transactions.

Q11) How will my unit trust investment be recognised?

The full amount is recognised for the month only after the free-look/cancellation period.

Online Equity Trade**Q12) How will my equity trades be recognised?**

Only "BUY" equity trades purchased via Vickers Online Trading or DBS Treasures Online Equity Trading platform that have been fully settled using cash or funds from Supplementary Retirement Scheme (SRS) account qualify as Eligible Transactions.

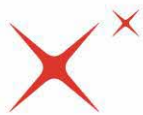
For joint DBS Wealth Management Account, the equity trades will be recognised in full for joint account holders under the individual Multiplier Accounts.

Q13) What are the transactions that do not qualify as eligible transactions?

The following transactions will not qualify as Eligible transactions: Contra trades, sell trades, and trades executed via Trading Representatives and DBS Vickers Customer Service Line.

Q14) What are the DBS trading platforms I can use for eligible online equity trades?

DBS Vickers Online Account, DBS Online Equity Trading



SECTION D: REVISIONS TO MULTIPLIER ACCOUNT (EFFECTIVE 1 MAY 2020)

Q1) What are the revisions that took effect on 1 May 2020?

Income + transactions in 1 category
(Capped at first S\$25,000 in your Multiplier Account)

Total eligible transactions per month	Before 1 May 2020	From 1 May 2020
<S\$2,000	0.05% (p.a.)	0.05% (p.a.)
≥S\$2,000 to <S\$2,500	1.55% (p.a.)	1.40% (p.a.)
≥S\$2,500 to <S\$5,000	1.85% (p.a.)	1.60% (p.a.)
≥S\$5,000 to <S\$15,000	1.90% (p.a.)	1.80% (p.a.)
≥S\$15,000 to <S\$30,000	2.00% (p.a.)	1.90% (p.a.)
≥S\$30,000	2.08% (p.a.)	2.00% (p.a.)

Q2) How am I affected with the revisions w.e.f. 1 May 2020?

If you are in Income + transactions in 1 category, you will be affected by the interest rate adjustment. All other qualifying conditions remain unchanged. Please refer to [Terms & Conditions Governing Accounts](#) for details.

Q3) I opened my Multiplier Account before the revisions took effect. Do the revisions apply to me?

Yes. The revisions effective from 1 May 2020 will automatically apply to existing Multiplier Account holders.