

Frequently Asked Questions

1. Why is there a need to disable my Card's magnetic stripe for overseas?

In line with the industry's measures to enhance cards' security, the magnetic stripe on all DBS/POSB Credit, Debit and ATM Cards will be disabled for overseas use. The risk of unauthorised transactions occurring on your card is higher when the magnetic stripe on your card is enabled for overseas use, as the magnetic stripe information can be easily copied.

The enhanced security measures seek to provide you with greater peace of mind and added security for your future Card transactions.

2. When will this change take place?

Effective 22 September 2013, the magnetic stripe on all DBS/POSB Credit, Debit and ATM Cards will be disabled for overseas use.

3. How will this affect me when I travel overseas?

Your Card's magnetic stripe will not be available for use for:

- All overseas ATM cash withdrawals
- Credit Card overseas cash Advance
- Credit and Debit Card overseas retail transaction(s) on magnetic stripe (swipe) terminals

You will need to activate your Card's magnetic stripe prior to your overseas travel.

Note that EMV chip on all Cards remains active for local and overseas transactions / ATM withdrawals.

4. What should I do if I need to use my Card overseas as I will be travelling?

From now till 21 September 2013, your Card's magnetic stripe will remain enabled for overseas use.

Should your overseas travel period fall after 21 September 2013, you may change to **'allow'** your Card's magnetic stripe for overseas use via your iBanking or at any DBS/POSB ATMs in Singapore from 22 September 2013.

We recommend that you set your magnetic stripe on your Card(s) to disallow overseas use when you are in Singapore.

5. If I have enabled my Card's magnetic stripe for overseas use, do I need to notify the Bank again when I travel overseas?

If you have enabled your Card for perpetual overseas usage via iBanking or ATMs, you will not need to notify the Bank again.

If you have indicated your preferred period of overseas use on your Card's magnetic stripe, this function will automatically be disabled at the end of the set period. Please re-enable your Card's magnetic stripe for overseas use via iBanking or ATMs prior to your next overseas trip (*refer to Q6 and Q7 on how to enable this function*).

6. Am I still required to re-enable my Card's magnetic stripe for overseas use if my Card(s) is renewed or replaced with same card number?

No, the same setting for your Card's magnetic stripe for overseas use will be applied to your renewal or replacement Card(s) if you have previously enabled this function.

7. Am I still required to re-enable my Card's magnetic stripe for overseas use if my Card(s) is replaced with a different card number?

Yes, you are required to re-enable your Card's magnetic stripe for overseas use (*refer to Q6 and Q7 on how to enable this function*).

8. Do I need to enable the overseas use on my supplementary credit Card's magnetic stripe? Can my supplementary credit Cardholder enable this function on his/her own?

Your supplementary credit Cardholder is able to enable this function via iBanking or ATMs.