

DBS One.Tap

Frequently Asked Questions

1. When is my DBS One.Tap being discontinued?

DBS Bank will be discontinuing DBS One.Tap with effect from 1 September 2015.

2. What will happen to my DBS One.Tap on my mobile wallet?

Your DBS One.Tap will be deleted from your mobile wallet on 2 September 2015. Please ensure that your mobile device is turned-on and has an Internet connection to enable deletion.

3. What will happen to my outstanding balances and Balance Transfer on my DBS One.Tap?

As all outstanding balances on DBS One.Tap will be immediately due upon closure, please arrange for payment of your outstanding balances and Balance Transfer by the payment due date or 31 August 2015, whichever is earlier.

You can contact us at 1800 111 1111 should you require assistance on your outstanding balances and Balance Transfer.

4. What will happen to my Recurring Billing arrangement?

We are unable to transfer the Recurring Billing arrangements from your DBS One.Tap. Please contact the respective Billing Organisations to make alternative arrangements for payment. Where applicable, please also update iTunes, MotorPay, etc, with alternative arrangements for payment.

5. What other Credit Cards does DBS offer?

DBS offers a variety of contactless cards suited to your individual needs.

Please visit <http://www.dbs.com.sg/personal/cards/credit-cards/default.page> to find out more.

6. Do I need to contact the respective telecommunication service provider to terminate my mobile line?

No, you will not need to contact your respective telecommunication service provider for the discontinuance of DBS One.Tap.

7. What are the modes of payment for my outstanding balances?

Online	<ul style="list-style-type: none"> DBS iBanking / mBanking - Please visit www.dbs.com.sg/personal.
SMS	<ul style="list-style-type: none"> SMS Banking - Minimum/Full payments can be made via SMS Banking after successful one-time registration. Payment will be credited to your Card Account on the next working day. To register, SMS the following to 77767: Register<space>NRIC/Passport number<space>Last 4 digits of your preferred account* number. *Your preferred account is the primary current/savings personal account that will be used for all financial transactions via SMS Banking. Not available for joint accounts. To pay minimum/full amount, SMS the following to 77767: Pay<space>card<space>min<space>Card's last 4 digits OR Pay<space>card<space>full<space>Card's last 4 digits
Others	<ul style="list-style-type: none"> Phone Banking at 1800 111 1111 or at any DBS/POSB ATM. Payment will be credited to your Card Account on the next working day. AXS Stations - Payments can be made via AXS Stations including m-Station and e-Station. Payment made on weekdays (before 4.55pm) will be credited to your Card Account on the next working day. Payment made on Friday (after 5pm) and on weekends will be credited to your Card Account on Tuesday (valid for working days only). Cheque - Cheque should be crossed and made payable to DBS-Cards. Kindly indicate the Card Account number(s) and the corresponding amount(s) payable for each Card Account on the back of the cheque. Otherwise, payment will be apportioned at the Bank's discretion. Please allow at least 3 working days for your Card Account to be credited. Please mail your cheque to: DBS CARDS, Orchard Road P.O. BOX 360, Singapore 912312 or you can download a copy of the Business Reply Envelope at www.dbs.com.sg/br. For Quick Cheque Deposit, please ensure that the cheque is deposited in the Quick Cheque Deposit Box/Machine before 1pm on a working day. Cash - Cash payments are accepted at all DBS/POSB branches. Please allow at least one working day for your Card Account to be credited. Please DO NOT send cash by mail.

8. How can I contact the bank if I have more questions?

For your convenience, you may contact us via the channels listed at <https://www.dbs.com.sg/personal/contact-us.page>, should you require further assistance or more information.