

## Frequently Asked Questions on the DBS Cashless Cashback Promotion

### Eligibility/Registration

#### 1. Who is eligible to participate in this promotion?


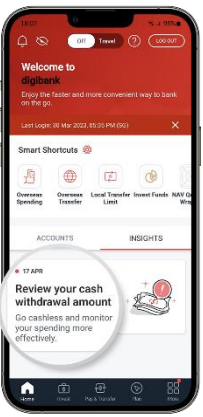
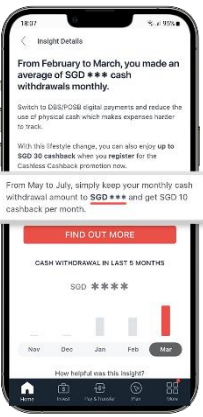

This promotion is open to selected DBS/POSB customers. If you are eligible for the promotion, you will be able to view personalised details on your monthly cash withdrawal amounts when you log in to DBS/POSB digibank app and click on the 'Insights' tab.

#### 2. How do I participate in this promotion?

You will be required to register for this promotion. The registration period is from 25 April to 31 July 2023.

Simply follow the steps below:

- Log in to DBS/POSB digibank app, tab on the 'Insights' tab located next to 'Accounts'.
- Tap on the 'Review your cash withdrawal amount' card and you will be able to view the monthly cash withdrawal goal assigned to you.
- To register for the promotion, click on the 'Find Out More' button where you will be directed to a DBS webpage.
- At the webpage, click on the 'Register Now' button to submit your registration form. You will be required to provide us with your full name (as shown on your NRIC) and email address (as per DBS Bank records).
- Be among the first 5,000 eligible customers to successfully register to qualify for this promotion.

			
<p><b>Step 1</b></p> <p>Log in to DBS/POSB digibank, click on 'Insights' tab below the Shortcuts menu bar.</p>	<p><b>Step 2</b></p> <p>Tap on the 'Review your cash withdrawal amount' card</p>	<p><b>Step 3</b></p> <p>You will see your personalised Cash Withdrawal Goal in the last paragraph. Click on 'Find out more' to register for this promotion.</p>	<p><b>Step 4</b></p> <p>On the webpage, click on the 'Register Now' button to submit your registration form. You will be required to provide us with your first name, last name and email address (as per DBS Bank records).</p>

**3. How will I know if I have successfully registered for the Promotion?**

If you have successfully registered for the Promotion, you will receive an email confirmation from DBS. Please ensure that the email address provided is the one registered with DBS for verification purposes.

**4. When is the qualifying period for this promotion?**

This promotion will run from 01 May till 31 July 2023.

**5. The promotion will run for 3 months from May till July 2023. Do I need to register every month to participate in this promotion?**

No, you only need to register once during the promotion period but if you want to participate for all three months, you need to register with us before 31 May 2023 2359h. If you register on 1 June 2023 onwards, you can only participate for month of June and July.

**Promotion Mechanics**

**6. How much cashback can I earn from this promotion?**

You can earn S\$10 cashback per month if you meet your monthly Personalised Cash Withdrawal Goal assigned to you, up to a cap of S\$30 cashback if you meet the goal for all 3 months (May/June/July). Please refer to below illustration.

CM registers for Promotion on 19 May and is assigned a monthly cash withdrawal goal of \$300	Total Cash withdrawals made during the month met the monthly goal?	Cashback earned
Withdraws \$200 from 1 – 31 May 2023	Yes	\$10
Withdraws \$500 from 1 – 30 Jun 2023	No	-
Withdraws \$300 from 1 – 31 Jul 2023	Yes	\$10
<b>Total Cashback earned</b>		<b>\$20</b>

**7. How is my monthly Personalised Cash Withdrawal Goal determined?**

Your monthly Personalised Cash Withdrawal Goal assigned to you is set using your average monthly cash withdrawal amounts made from February – March 2023.

**8. Can I change my assigned Cash Withdrawal Goal?**

No. Your monthly Personalised Cash Withdrawal Goal assigned cannot be changed. The amount is set based on a fixed criteria such as your personal cash withdrawals pattern.

**9. Where do I see my monthly Personalised Cash Withdrawal Goal?**

You can view your monthly Personalised Cash Withdrawal Goal assigned to you within DBS/POSB digibank app.

Simply follow the steps below:

- a. Log in to DBS/POSB digibank app, click on 'Insights' tab located below the Shortcuts menu bar. Tap on the 'Review your cash withdrawal amount' card.
- b. In the last paragraph above the 'Find out more' button, it will state your monthly Personalised Cash Withdrawal Goal.

<p><b>Step 1</b></p> <p>Log in to DBS/POSB digibank, click on 'Insights' tab below the Shortcuts menu bar.</p>	<p><b>Step 2</b></p> <p>Tap on the 'Review your cash withdrawal amount' card</p>	<p><b>Step 3</b></p> <p>Your monthly Personalised Cash Withdrawal Goal will be stated in the last paragraph.</p>

**10. How will I know if I have met the Cash Withdrawal Goal?**

You may track your total cash withdrawals made for each calendar month when you view the 'Review your cash withdrawal amount' card located within the Insights tab. Cash withdrawal transactions performed in the current month will only be reflected in the Insights card in the following month.

You will also be notified via push notifications on DBS/POSB Digibank app when you meet the monthly cash withdrawal goal. To receive notifications on DBS/POSB Digibank, kindly enable 'Allow Notifications' in Mobile Settings.

**11. I have a DBS Joint Account and if my Joint Account Holder makes a cash withdrawal, will that amount contribute to my total cash withdrawal amount for the month?**

Yes, cash withdrawal amounts made from a joint account at DBS/POSB Branches or local/overseas ATMs (with or without DBS/POSB Cards) will be added to the total cash withdrawal amounts for all joint account holders.

**Cashback Fulfillment**

**12. When will I receive the cashback earned for this promotion?**

The total cashback earned for this promotion will be credited to your DBS/POSB account within 60 days from the promotion end date (i.e. 31 July 2023).

**13. I have multiple accounts with DBS. Which account will the cashback be credited to?**

The cashback earned at the end of the Promotion will be credited to the DBS account with the smallest account number.

**General**

**14. Are cashier's orders considered as cash withdrawal?**

No, cashier's orders are not considered as cash withdrawal.

**15. Is cash withdrawal via Cash-Point considered as cash withdrawal?**

No. Only cash withdrawals made at local or overseas ATMs and/or DBS/POSB branches are considered.