

DBS Travellah! Debit Card

Frequently Asked Questions (FAQs)

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General Information on DBS Travellah! Debit Card

Can I apply for DBS Travellah! Debit Card?

Yes! If you're 16 years or older, have a DBS/POSB Savings or Current Account, and the DBS PayLah! App (V7.2.0 or more) installed, you're all set to apply!

Is there an annual fee for the DBS Travellah! Debit Card?

No, there are no annual fees for the DBS Travellah! Debit Card.

Can I link multiple bank accounts to my DBS Travellah! Debit Card?

No, your DBS Travellah! Debit Card is only linked to your DBS Travellah! Debit Card Wallet. You can easily top up your DBS Travellah! Debit Card Wallet from your linked DBS/POSB Savings or Current Account or your DBS PayLah! wallet.

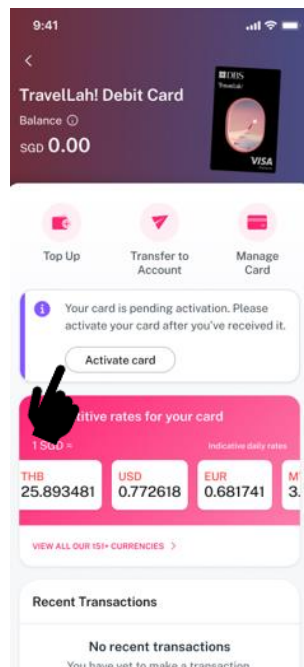
Can I add my DBS Travellah! Debit Card to my mobile wallet?

Yes you can! But before that, remember to enable Mobile Wallets control on Digibank Payment Controls. Just log in to digibank, navigate to 'More' > 'Manage Cards & Loans' > 'Payment Controls' > 'Switch On' to enable mobile wallet. Thereafter, follow the steps under your respective mobile wallets to add your card. For Apple Pay users, you may add your card to Apple Pay for immediate use while waiting for your physical card to arrive in 3-5 working days. For Android users, add your card to your mobile wallet once you receive your physical card.

How do I use the DBS Travellah! Debit Card?

How do I activate my card after application?

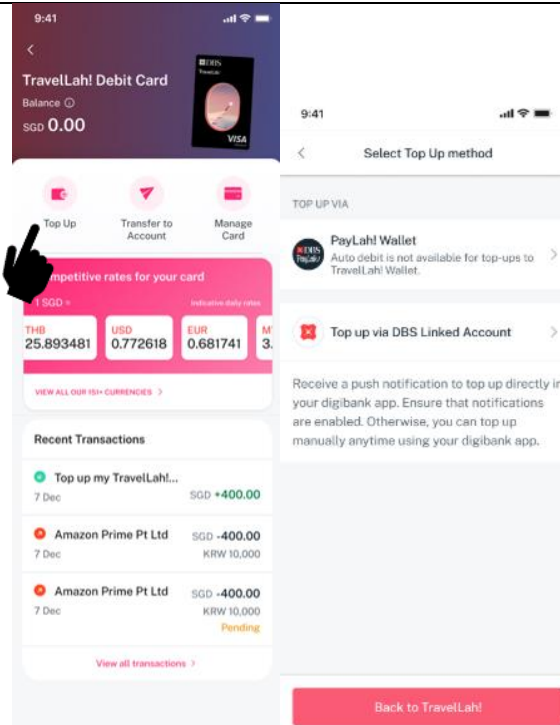
Once you've completed your application, your physical card should arrive in 3-5 working days. You can activate your Travellah! Debit Card on your DBS PayLah! App after.



How do I start using my card?

To start using your card, you will need to top up your Travellah! Debit Card wallet from your existing DBS/POSB account(s) or PayLah! wallet.

Simply click on 'Top up' on the Travellah! Debit Card wallet in the PayLah! App and select your preferred top up method.

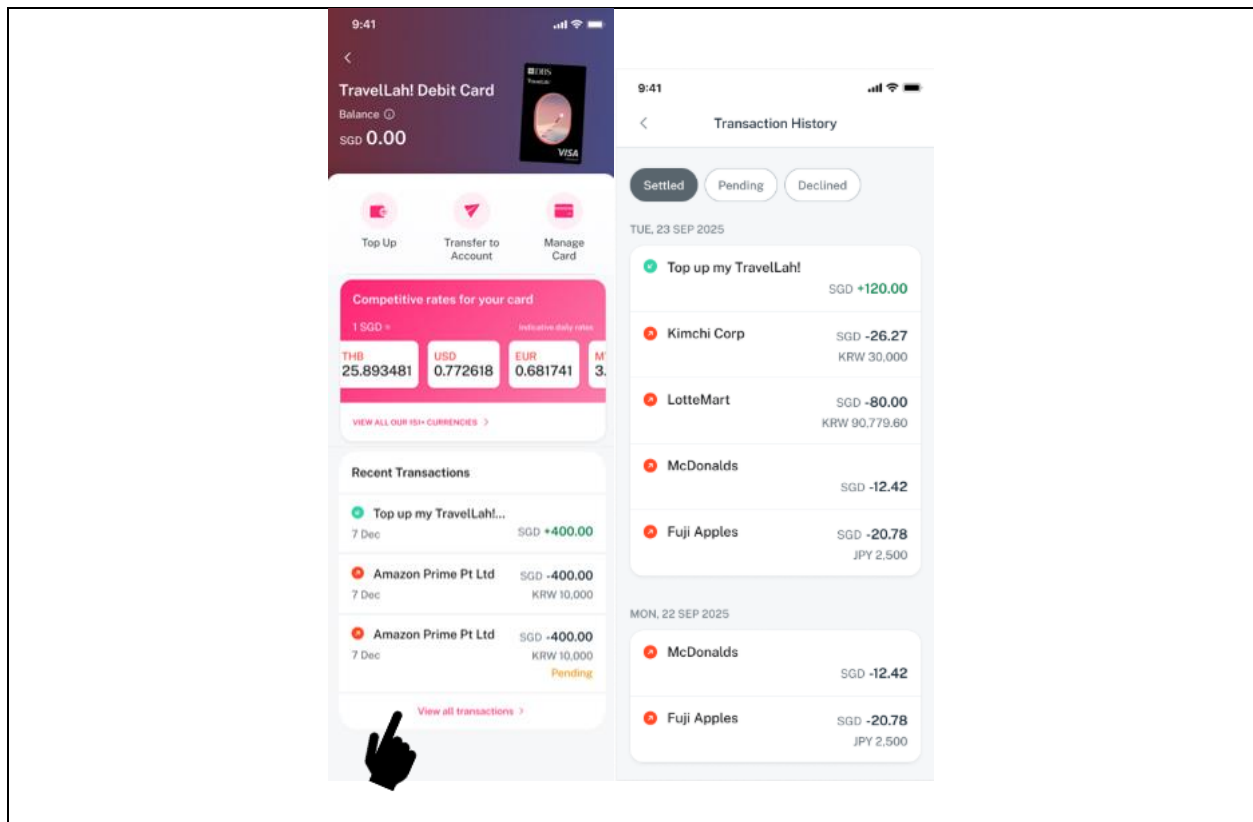


What happens when I make a purchase with my DBS TravelLah! Debit Card?

When you use your DBS TravelLah! Debit Card overseas, transactions are charged in SGD with 0 FX fees using our competitive wholesale foreign exchange rates direct from Visa. Once topped up, your card will automatically draw funds from this wallet for all your transactions.

How do I view my transaction history for the DBS TravelLah! Debit Card?

You can effortlessly track all your DBS TravelLah! Debit Card transactions directly within the DBS PayLah! App, under 'View all transactions'.



Local and Overseas Card Usage

Where can I use my DBS TravelLah! Debit Card?

Your DBS TravelLah! Debit Card is accepted anywhere Visa is, making purchases whether you're in Singapore or exploring abroad.

Can I use my DBS TravelLah! Debit Card in Singapore?

Yes! You can use your DBS TravelLah! Debit Card at any Visa-accepting merchant in Singapore.

Please note that it is currently not available for NETS transactions or ATM withdrawals within Singapore.

Can I use my DBS TravelLah! Debit Card overseas?

Yes! With 0 FX and 0 ATM fees, you can make payments and withdraw cash with your DBS TravelLah! Debit Card wherever you travel.

What currencies can I hold in my TravelLah! Debit Card Wallet?

Your DBS TravelLah! Debit Card Wallet is designed to hold SGD only. When you spend overseas, our competitive FX conversion rates ensure you get the best value without needing to pre-convert currencies.

Can I convert SGD into other foreign currencies and store them in the TravelLah! Debit Card Wallet?

Your TravelLah! Debit Card Wallet is not a multi-currency wallet. This means you won't be able to convert and store other currencies beforehand. Your transactions will be debited in SGD.

Can I check the exchange rate that will be applied before my transaction?

Yes! You can easily check the indicative exchange rates for the day of your transactions on the TravelLah! Debit Card homepage on the DBS PayLah! App.

If you'd like to view rates for additional currencies, please refer to Visa's exchange rate calculator [here](#).

When using the calculator, please:

- set the bank fee to 0% (instead of the default 2%)
- select the foreign currency you wish to check in the "From" field
- select SGD in the "To" field

What if I don't have enough funds in my DBS TravelLah! Debit Card Wallet for a transaction?

If your TravelLah! wallet doesn't have sufficient funds, the transaction will be declined. You can easily top up your DBS TravelLah! Debit Card Wallet via your DBS/POSB Account or PayLah! Wallet before making your purchase.

What is the spending limit for my DBS TravelLah! Debit Card?

Your TravelLah! Debit Card offers default daily spending limit of S\$2,000. You can conveniently adjust your daily spend limit anytime through the DBS/POSB digibank app. You may increase it up to a daily maximum spend limit of S\$5,000.

What is the wallet limit for my DBS TravelLah! Debit Card?

Your TravelLah! Debit Card Wallet can hold up to S\$5,000.

Are there any ATM withdrawal fees when I use my DBS TravelLah! Debit Card overseas?

No, you'll enjoy 0 ATM withdrawal fees with your DBS TravelLah! Debit Card overseas, with no cap on the number of withdrawals. This means you can access your cash easily and freely. Please note that the overseas ATM operator may charge a fee.

Can I withdraw cash at any overseas ATM?

You can withdraw at all overseas ATMs that have a Visa-PLUS logo. Click [here](#) to locate an overseas Visa-PLUS ATM.

Visa - PLUS Logo



What is the maximum amount I can withdraw from an ATM overseas with my DBS Travellah! Debit Card?

Your DBS Travellah! Debit Card has a default daily spend limit of S\$2,000 which includes ATM withdrawals. You can adjust this limit up to a maximum daily limit of S\$5,000 via your DBS/POSB digibank app.

Will overseas Scan to Pay QR transactions use my Travellah! Debit Card Wallet?

No, your Travellah! Debit Card Wallet is dedicated for purchases made with your DBS Travellah! Debit Card. Overseas Scan to Pay QR payments (such as DuitNow QR in Malaysia or PromptPay QR in Thailand etc...) will continue to be deducted from your main PayLah! wallet, keeping your different spending separate and clear.

Card Management & Security

How do I manage my card spending limit?

You can manage your travel budget by setting your Travellah! Debit Card spending limit on the digibank app. Your default daily spending limit is S\$2,000. You can increase it up to a daily maximum spend limit of S\$5,000.

What should I do if I misplace my card?

If you misplace your card, you can lock it temporarily on PayLah!. Go to "Manage Card" on the DBS Travellah! Debit Card page > Card Security > Toggle to lock your card.

What should I do if my DBS Travellah! Debit Card is lost or stolen?

You can block your card immediately to prevent any transactions. Go to "Manage Card" on the DBS Travellah! Debit Card page > Card Security > tap on 'Replace lost or stolen card'. You'll be redirected to Payment Controls in the digibank app, where you can select 'Replace Card'.

How do I reset my card PIN if I forget it?

If you forget your PIN, reset it on the digibank app. Go to "Manage Card" on the DBS Travellah! Debit Card page > Card Security > tap on 'Create new card PIN'. You'll be redirected to your digibank app to reset your card PIN.

What should I do if my DBS Travellah! Debit Card is damaged?

You can get a replacement card easily. Go to "Manage Card" on the DBS Travellah! Debit Card page > Card Security > tap on 'Replace damaged card'. You'll be redirected to Payment Controls in the digibank app, where you can select 'Replace Card'.

What should I do if I suspect fraudulent activity on my DBS Travellah! Debit Card?

If you suspect any fraudulent activity, lock your DBS Travellah! Debit Card instantly through your PayLah! app ("Manage Card" on the DBS Travellah! Debit Card page > Toggle to lock your card) and contact our customer service.

Can I cancel my DBS Travellah! Debit Card and close my Travellah! Debit Card Wallet?

You may cancel your card through DBS digibot. To do so, tap on the digibot icon on digibank and log in with your digibank credentials or card & pin to submit your request. However, you will only be able to close your Travellah! Debit Card Wallet when you close your PayLah! Account.

Why are payment controls under digibank app?

We've made it simple and convenient for you to manage all your DBS Debit Card controls directly within the DBS digibank app. This means you can easily set daily spending limit, adjust payment preferences, and even report a lost card, all from one central and secure place. It's all about putting you in control, right at your fingertips.

My Travellah! Debit Card Wallet balance is negative. What should I do?

Don't worry, you can easily fix this by topping up your wallet via your DBS digibank app. Simply log in to your DBS digibank app and tap on Your accounts > PayLah! > Travellah! Debit Card Wallet to top up.

I updated my address on digibank, but I haven't received my physical card yet. What should I do?

If your card hasn't arrived, please check that your mailing address is up to date. As your residential and mailing addresses are maintained separately, changes made to your residential address will not automatically apply to your mailing address.

To check or update your mailing address:

1. Log in to your DBS digibank app
2. Tap More and select Update particulars.
3. Under Address, tap Edit.
4. Scroll down to Mailing address and tap Edit to update your details.

If you've checked and your mailing address is already correct, you can easily request a replacement card instead.

To request a replacement card:

1. Log in to your DBS digibank app.
2. Tap More and select Manage cards and loans.
3. Tap Replace/block card and follow the steps to submit your request.