DBS/POSB Cards- Recurring Bill Payment

Terms and Conditions

1. The DBS/POSB Cards Recurring Bill Payment Service ("the Service") is open to all DBS and POSB Credit and MasterCard® Cardmembers; excluding Supplementary Cardmembers, whose card accounts are in good standing, valid for at least 3 months from the date of application and remain valid for the monthly bills to be charged successfully ("Cardmembers").

2. By using the Service, Cardmembers agree to DBS ("the Bank") and the participating billing organisation(s) from collecting, using and disclosing their Personal Data (as defined in the Personal Data Protection Act of Singapore) to each other and such parties as the Bank and/or the billing organisations(s) considers necessary for the purposes of processing the recurring payment arrangement, payments and refunds in connection with the Service.

3. DBS Rewards Points will not be awarded for the following billing organization(s):
    - MSIG
    - National Kidney Foundation
    - Town Councils

4. The Bank will update the relevant billing organisations of Cardmembers' instructions within 10 working days. However, processing of applications by the respective billing organisations may take up to 6 weeks. Cardmembers should continue to pay their bill(s) to the relevant Billing Organisation(s) until the payment amount shown on the invoice/bill issued by the Billing Organisation(s) is reflected on the monthly Card statement.

5. Cardmembers are responsible for ensuring all of the participating billing organisation's bills are paid until the Service is successfully set up and linked to the Cardmember's card account.

6. The Bank may inform you on the status of your application if the Bank is correspondingly notified by the billing organisation(s), but the Bank is not liable for any failure to notify you of the status.

7. All applications are subject to approval from the Bank and relevant billing organisation(s), and the Bank and/or relevant billing organisation(s) reserves the right to reject/decline any application at its sole discretion without giving any reason.

8. Should you cancel or lose your Card, please make alternative payments arrangements to the relevant billing organisation(s).

9. In the event of any change in your Card number or change in Card expiry date for either the main card or supplementary card used for the recurring payment(s), you must notify the relevant billing organisation(s) of the same and the Bank is not obliged to notify on your behalf.

10. Should there be any changes in your personal details provided in this application, you must update the relevant billing organisation(s).

11. If your existing account(s) with the billing organisation(s) is/are paid by GIRO, the GIRO payment arrangement(s) will be terminated.

12. You must contact the relevant billing organisation(s) to make alternative payment arrangement(s) should you wish to terminate this payment arrangement and the Bank is not obliged to contact the relevant billing organisation(s) on your behalf.

13. If any payment charged to your Card is unsuccessful for any reason whatsoever, you will be responsible for arranging payment to that billing organisation(s) by other means.

14. All correspondence between the Bank and you regarding your application will be sent to your last known address on the Bank's records.

15. The Bank will not be liable for any loss, expenses, delays, mistakes, neglect or omission in the transmission of payment under this bill recurring payment facility or for any unsuccessful payment.

16. The Bank is not an agent of any of the participating billing organisation(s) and vice versa. Any dispute about the quality of service, disruption of service or service standards must be resolved directly with respective billing organisation(s).

17. The Bank reserves the right to amend these Terms and Conditions without giving any reasons.

18. These terms and conditions shall be read in conjunction with the DBS Cards General Promotions Terms & Conditions. Please visit www.dbs.com.sg/dbscardstnc for a copy of the DBS Cards General Promotions Terms & Conditions

As at July 2024

Frequently Asked Questions

1. What are the DBS/POSB Cards I can use for recurring bill payment?
You may use your DBS/POSB Visa or Mastercard© Credit Cards. The service is currently not available for DBS American Express Cards, DBS Corporate Cards or Supplementary Cardmembers

2. How would I know if my recurring bill payment application is successful?
You will receive an acknowledgement e-mail with a transaction reference upon completion of your application on digiBank. Subsequently, DBS will forward your instructions to the respective billing organisations and inform you via normal mail should your application be rejected.

3. When will my DBS/POSB Card start being charged?
DBS will forward your instructions to the respective billing organisations within 10 working days. Thereafter, each billing organisation will process your application based on their billing processes and cycles. Please continue to pay your bills to the relevant billing organisations until you see a first charge on your Monthly Statement.

4. How do I terminate my recurring bill payment arrangement?
Please inform the relevant billing organisations directly to terminate or make changes to your recurring bill payment arrangement.

5. I do not have a digiBank account. Can I submit a paper application?
We will accept hard copy applications until 31 December 2018. After which, please apply for your digiBank account here to put your bills on recurring bill payment.

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