

DBS Altitude Card Promotions and Programmes Frequently Asked Questions (FAQs) for Existing DBS Altitude Cardmembers

1. What are the card benefits of the DBS Altitude Card?

The DBS Altitude Card earns DBS Points, which can be converted into miles at a conversion rate of 1 DBS Point = 2 miles on a per transaction basis.

	DBS Points	Miles
Local Spend	DBS Points awarded are calculated based on the total transaction amount divided by S\$5 and multiplied by 3.25 DBS Points, rounded down to the nearest whole number.	Equivalent to 1.3 miles for every S\$1 local spend
Overseas Spend	DBS Points awarded are calculated based on the total transaction amount divided by S\$5 and multiplied by 5.5 DBS Points, rounded down to the nearest whole number.	Equivalent to 2.2 miles for every S\$1 overseas spend

Miles are awarded in the form of DBS Points which are awarded for every S\$5 spend (1 DBS = 2 miles) on a per transaction basis.

2. What is considered as Local Spend?

Local Spend is identified as card transaction(s) posted in Singapore dollars except the following listed in [Clause 2.8 of the DBS Rewards Terms and Conditions](#).

3. What is considered as Overseas Spend?

Overseas Spend is identified as card transaction(s) posted in foreign currencies except the following listed in [Clause 2.8 of the DBS Rewards Terms and Conditions](#). For the avoidance of doubt, transactions made overseas and converted to Singapore dollars via dynamic currency conversion will be considered as Local Spend.

4. Is there a minimum spend requirement to qualify for the card benefits?

You do not need to meet a minimum spend to earn miles on your retail spend.

5. Is there a cap to the miles I can earn?

There is no limit to the miles you can earn on your DBS Altitude Card.

6. Do the miles earned come with a validity period?

No. DBS Points earned on your DBS Altitude Card do not expire, allowing you to accumulate and convert them to miles at your convenience.

7. What are the other benefits offered by the DBS Altitude Card?

You can visit [here](#) for more details and the [Terms and Conditions Governing the DBS Altitude Card Privileges and Rewards Programme](#).

Frequently Asked Questions (“FAQs”) for the DBS Altitude Card Annual Fee and 10,000 Bonus Miles

1. Who is eligible for annual fee?

Principal Cardmembers of the DBS Altitude Card will be charged a fee of S\$196.20 (inclusive of GST) and Supplementary Cardmembers of the DBS Altitude Card will be charged a fee of S\$98.10 (inclusive of GST).

2. When will I receive the 10,000 Bonus Miles?

Principal Cardmembers will receive 10,000 Bonus Miles in the form of 5,000 DBS Points in your DBS Altitude Card account within the next working day after the annual fee is charged to your card account. No Bonus Miles will be awarded for the payment of the annual fee for Supplementary Cardmember.

3. Do I get to keep the 10,000 Bonus Miles if my annual fee has been waived?

Principal Cardmembers who enjoy the auto annual fee waiver will not be eligible for the 10,000 Bonus Miles (5,000 DBS Points). For other Principal Cardmembers whose annual fee waiver has been approved, the 10,000 Bonus Miles (5,000 DBS Points) credited will be reversed within 3 working days upon annual fee waiver.

With effect from 1 August 2026, the annual fee waiver eligibility upon meeting the retail spend of S\$25,000 in the previous card year will be ceased.

4. What if I have utilised the Bonus Miles awarded to me before my annual fee waiver is approved?

DBS reserves the right to charge an equivalent cash amount (that is, S\$0.0388 per DBS Point or any other rate as we deem fit) to the Principal Card account to make up for the shortfall in DBS Points, recover any shortfall in DBS Points from any card account of the Cardmember.

Frequently Asked Questions (“FAQs”) for the DBS Altitude Visa Signature Card – Complimentary Priority Pass™ Membership

1. Who is entitled to utilise the 2 free lounge visits?

Each Principal DBS Altitude Visa Signature Cardmember is entitled to 2 complimentary lounge visits per 12-month membership period.

Cardmembers have a choice to enjoy either (i) 2 separate member visits, or (ii) 1 concurrent member & guest visit.

2. How can I sign up for a Priority Pass™ Membership?

You can register for a membership via prioritypass.com/altitudevisacard.

3. What is 3D Secure (3DS) and why do I need to complete it?

3D Secure is an extra security step used to validate the Card used for membership registration.

You will need to complete the 3DS authentication when you perform the following actions:

- 1) Registering for a Priority Pass account and adding your DBS Altitude Visa Signature Card as your payment card
- 2) Updating your payment card details upon receiving a renewal or replacement card
- 3) Entering a lounge for the first time if your card has not been verified

You may receive a one-time password (OTP) by SMS or Push Notification to complete the authentication via your DBS Digital Token.

4. Will I receive a physical Priority Pass™ Membership Card when my application is successful?

From 1 January 2021, physical Priority Pass™ Membership Card will not be issued for all new or renewed applications. You will receive a welcome email with your digital Priority Pass™ Membership account details from Priority Pass™ when your application has been successfully processed.

5. What happens if my Card is lost, cancelled, blocked or expired?

Only Cards that are good standing, not closed, cancelled, or terminated by DBS can be used for registration and lounge access.

If you receive your replacement Card, please update your Card details in the Priority Pass app or website as soon as possible to ensure smooth lounge access.

6. Can I visit the lounge again after utilising the 2 complimentary visits?

Any additional visits or accompanying guests will enjoy the preferential visit rate of US\$35 per person per visit. All preferential visit fee amounts will be debited from your DBS Altitude Visa Signature Card on file as per Priority Pass™ records. The full amount payable will be shown to you for your confirmation before payment is processed.

If you do not accept the charge shown, the transaction will not proceed and the lounge access will not be granted.

7. I'm a Supplementary Cardmember. Am I eligible?

Complimentary Priority Pass™ Membership is only applicable to Principal DBS Altitude Visa Signature Cardmembers.

8. Unauthorized Use of Priority Pass Membership

With effect from 20 September 2025, the following will result in termination of the Principal Cardmember's Priority Pass membership without notice:

- Unauthorized registration for Priority Pass membership by any individual other than the Principal Cardmember.
- Utilization of lounge visits and travel experiences by any individual other than the Principal Cardmember and their accompanied guests.

Such termination shall remain in effect until all outstanding charges incurred as a result of the unauthorized registration and/or use are fully settled by the Principal Cardmember.

The following fees shall apply:

- A charge of USD 35.00 per person, per lounge visit.
- A charge of USD 2.16 for each unauthorized membership registration.

9. How can I access the lounge?

You can access the lounge by scanning your Digital Membership in the Priority Pass app and your boarding pass.

If it is your first visit to the lounge or access the lounge with a new Card, you may be asked to complete a one-time 3DS authentication.

10. Why is my card on file being checked even if I have free lounge visits remaining?

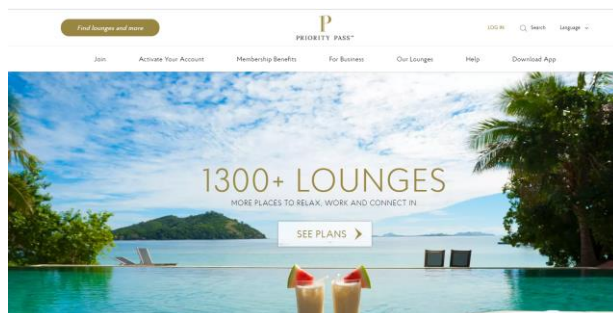
This does not mean you are being charged – It's simply a verification to confirm that a valid payment card is linked to your account at the time of lounge entry.

11. How do I access my digital Membership Card?

To access your digital Membership Card, please login to your account via Priority Pass™ [app](#) or [website](#) by entering the username and password that you created during your membership enrollment.

▪ How can I retrieve my username and/or password?

Click on “Forgot your details?” in the login page and provide the information as requested.



Log in

Already have a Priority Pass online account? Please use one of the two options below to log in.

▼ Using my USERNAME & PASSWORD

Use this option to login if you have already created your own username and have a password.

Username

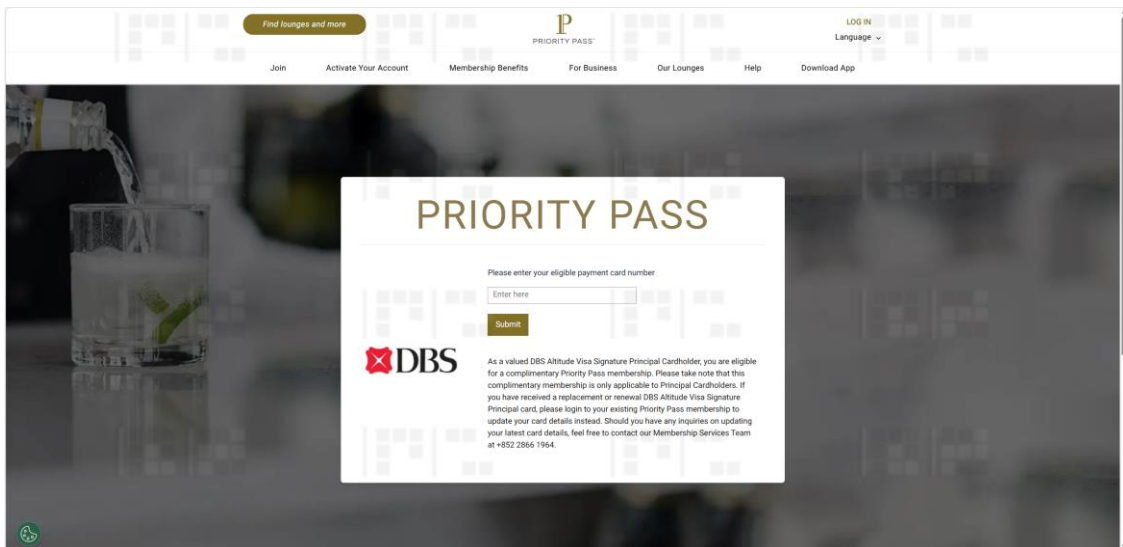
Password

[Forgot your details?](#)

[LOG IN](#)

▪ **If you have not yet created your online account:**

Step 1: Visit www.prioritypass.com/altitudevisacard to register for your digital Priority Pass™ Membership Card. You will receive a welcome email after you have successfully register for an account.



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PRIORITY PASS

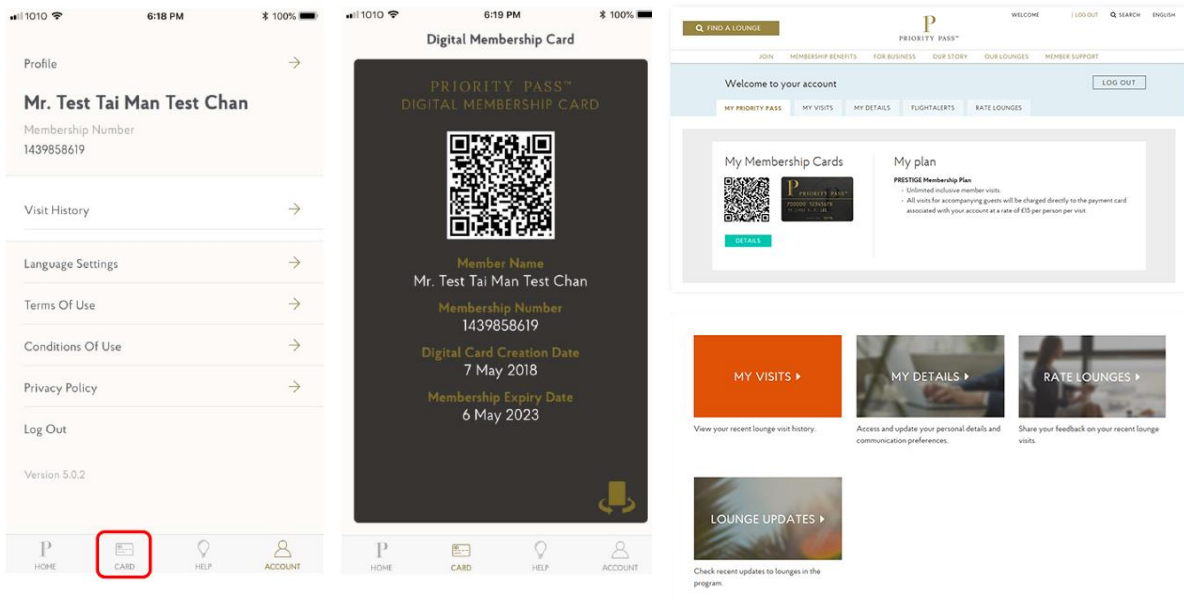
Please enter your eligible payment card number

[Submit](#)

DBS

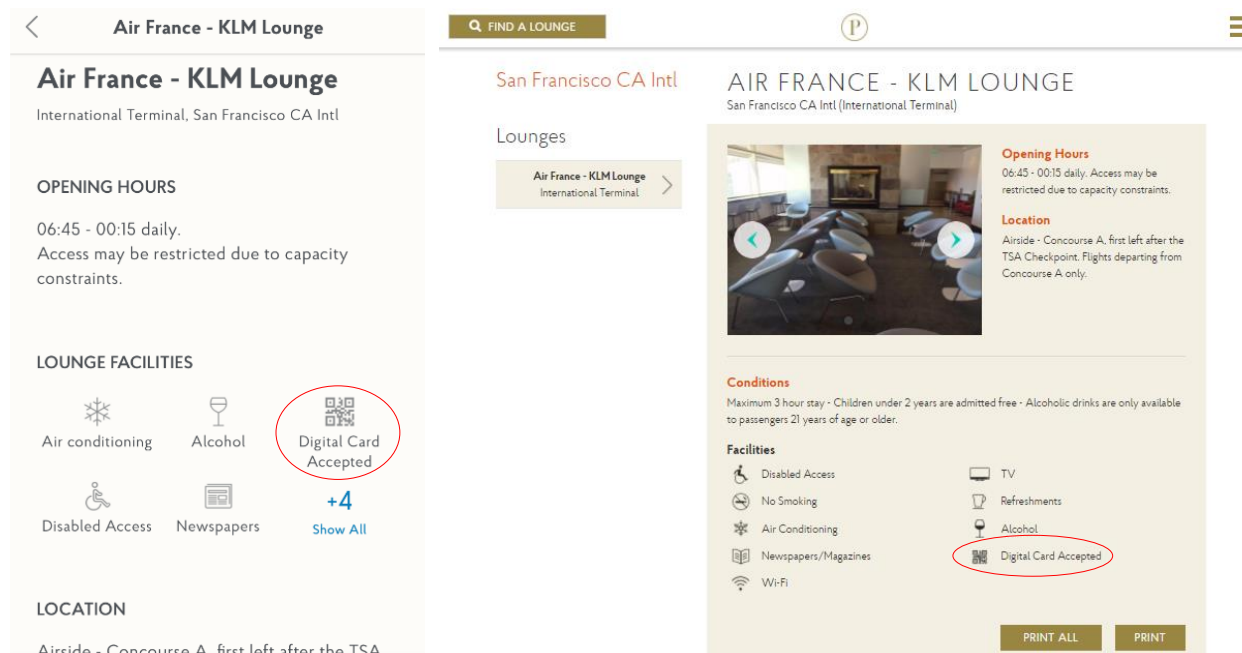
As a valued DBS Altitude Visa Signature Principal Cardholder, you are eligible for a complimentary Priority Pass membership. Please take note that this complimentary membership is only applicable to Principal Cardholders. If you have received a replacement or renewal DBS Altitude Visa Signature Principal card, please login to your existing Priority Pass membership to update your card details instead. Should you have any inquiries on updating your latest card details, feel free to contact our Membership Services Team at +852 2866 1964.

Step 2: Once the account is created, you can access your membership details and digital Membership Card by using the username and password that you have created during your membership enrollment, to login via the Priority Pass™ [app](#) or [website](#).



12. Where can I find the list of airport lounges and if the lounge accepts the digital Membership Card?

Visit the Priority Pass™ [app](#) or [website](#) to search for your desired lounge in the relevant city or airport. If the lounge accepts the digital Membership Card, “**Digital Card Accepted**” will be listed under the “**Facilities**” section.



13. Is the 12-month membership period based on calendar year?

Your 12-month membership period is based on your Priority Pass™ Membership application date.

You can simply check your account details via the Priority Pass™ [app](#) or [website](#).

Example: If your Priority Pass™ Membership Expiry Date is 7 December 2023, your current 12-month membership period will be from 8 December 2022 to 7 December 2023.

14. How can I check if I have utilised my complimentary visits for the current membership period?

Login to your online account via the Priority Pass™ [app](#) or [website](#) to check your visit history.

