

DBS Vantage Visa Infinite Card Promotions & Programmes

Frequently Asked Questions (FAQs)

Up to 2.2 miles or 2.2% cashback per S\$1 spend

1. What is considered as Local spend?

Local spend refers to retail transaction(s) posted in Singapore dollars.

2. What is considered as Overseas spend?

Overseas spend refers to retail transaction(s) posted in foreign currencies.

3. How is Miles / Cashback awarded to me?

Miles / Cashback earned on this Card will be awarded in the form of DBS Points and can be converted at a rate of:

- a. 1 DBS Point to 2 miles; or
- b. 1 DBS Point to S\$0.02 cashback.

If you have chosen Cashback as your choice of rewards, rewards will be awarded in the form of DBS Points on eligible spend during the month. The DBS Points will then be automatically converted to Cashback on the 1st business day of the next calendar month.

4. Is there an expiry to the DBS Points earned on this Card?

DBS Points earned will expire 3 years from the earned date.

5. When will I receive my cashback if I have chosen Cashback as my choice of reward?

Your cashback will be credited to your Card Account (that is in good standing) on the 3rd working day of the next calendar month.

6. Can I cancel my cashback conversion and get my DBS Points back?

Conversion of DBS Points to cashback can't be reversed or cancelled.

7. Am I able to use my DBS Points earned under DBS Vantage Card to redeem for Rewards when my choice of reward is Cashback?

DBS Points will be awarded on eligible transactions and only converted to cashback on the 1st business day of every month. Prior to conversion, you will be able to use your DBS Points earned under DBS Vantage Card to redeem for Rewards on <https://rewards.dbs.com/index.aspx> or other redemption channel(s). If a Cardmember has more than one (1) DBS/POSB Card, DBS Points earned on all Card Accounts may be aggregated for purposes of redemption of Rewards.

8. What happens on the 1st business day of the month if I have fully redeemed all my DBS Points earned under DBS Vantage Card for Rewards when my choice of reward is Cashback?

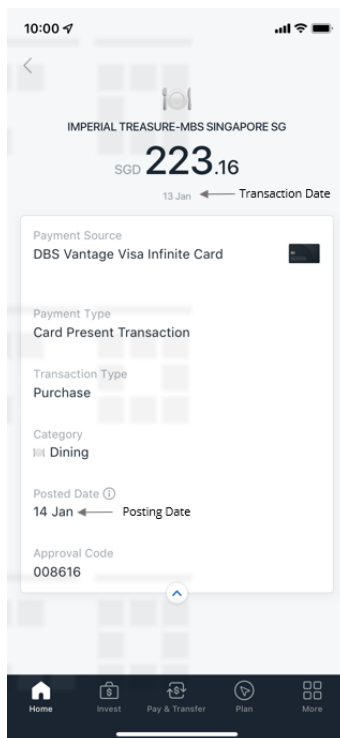
There will not be any conversion of DBS Points to cashback if you do not have sufficient DBS Points in your DBS Vantage Card.

9. What happens if I make a refund?

Any DBS Points awarded in respect of the Refunded Transaction(s) will be deducted from your Card Account accordingly.

10. What is the difference between transaction date and posting date?

Transaction date refers to the date when a purchase is made. Posting date refers to the date when the transaction is received by DBS. As merchants may make a settlement a few days after the transaction(s) have been made, posting date may be a few days later than the transaction date. As such, DBS has no control over when merchants record the transaction(s). You can check the transaction date and posting date for each transaction under the Transaction History in digibank.



Choice of Reward

11. Why am I automatically enrolled to Miles?

This is to ensure you are entitled to our rewards programme upon sign up.

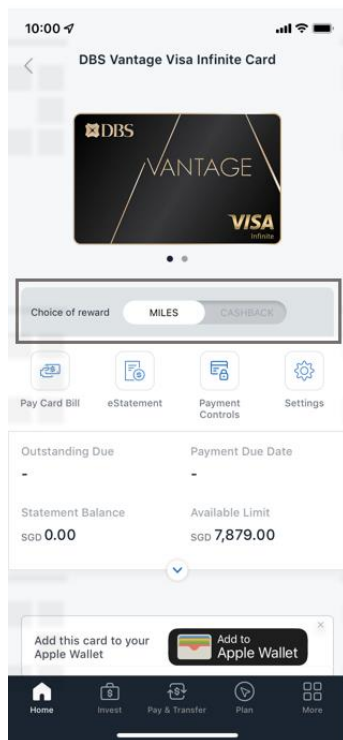
Switch of Reward

12. Where can I switch my reward from Miles to Cashback or Cashback to Miles?

You can make the switch on DBS digibank app. Limited to one switch per calendar month.

13. How can I make the switch of reward?

Log in to digibank app and select DBS Vantage Visa Infinite Card under Cards -> Switch to either Miles or Cashback under Choice of Reward.



14. What happens if I do not have a DBS digibank app?

You will need to download the DBS digibank app from App Store, Google Play or AppGallery then create/sign in using your digibank account.

15. How do I know if the switch that I made is successful?

You will see your chosen reward reflected under Choice of Reward if it is successful.

16. I have made a switch this calendar month. When can I make the next switch?

You can make the next switch from the 1st day of the next calendar month.

17. What happens if I switch from Miles to Cashback?

All DBS Points earned to date on your DBS Vantage Card will be converted to cashback on the 1st business day of the next calendar month and automatically applied to offset your bill.

18. What happens if I switch from Cashback to Miles?

All DBS Points on your DBS Vantage Card will accumulate in your Card Account and will expire 3 years from the earned date.

Annual Fee and 12,500 Bonus DBS Points

19. Why is my annual fee waiver request rejected?

The annual fee for your DBS Vantage Card is S\$599.50 (inclusive of GST) and non-waivable unless a minimum S\$60,000 worth of retail spend is made in the preceding Card Year.

20. How can I enjoy annual fee waiver (till 31 Jul 2026)?

While the annual fee is strictly non-waivable for the first year, you will enjoy a waiver in the subsequent years if a minimum of S\$60,000 worth of retail spend is made in the preceding Card Year.

The annual fee waiver eligibility upon meeting the retail spend of S\$60,000 in the previous card year will be ceased with effect from 1 August 2026.

21. What is a Card Year?

Card Year refers to the 12-month period starting from the date the Card application was approved by DBS.

22. When will the 12,500 bonus DBS Points be credited?

The 12,500 DBS Points will be credited to the Principal Card Account the next working day after the annual fee is charged.

23. Am I still eligible for 12,500 bonus DBS Points if I enjoy annual fee waiver?

You are not eligible for 12,500 bonus DBS Points if you enjoy the annual fee waiver by reaching the minimum annual spend of S\$60,000 in the preceding Card Year.

Complimentary digital ALL Accor+ Explorer membership**24. What is an ALL Accor+ Explorer membership?**

Designed for travellers and explorers at heart, ALL Accor+ Explorer membership gives you exclusive access, elevated benefits, and recognition that distinguishes every journey. As an Explorer member, you enjoy Stay Plus Free Nights every year across Asia Pacific, exclusive discounts on dining in Asia Pacific, stay benefits worldwide with elite status in ALL Accor, invitations to exclusive member events and more.

Each Principal DBS Vantage Visa Infinite Cardmember who has successfully registered for a complimentary ALL Accor+ Explorer membership can access his/her member benefits and digital vouchers via a digital card on the ALL Accor app.

25. How do I register for my complimentary digital ALL Accor+ Explorer Membership?

For the registration of the complimentary ALL Accor+ Explorer membership, refer to steps 1 to 6 in clause 2 of the FAQ [here](#).

26. I have registered on the DBS webpage multiple times but have not received the registration email from ALL Accor+ Explorer after 3 working days, even after checking my spam / junk mail. What should I do next?

Only the first email address submitted via the DBS webpage will be tagged with an ALL Accor+ Explorer membership. If you have not received the registration email from ALL Accor+ Explorer after 3 working days, please visit www.accorplus.com/sg/vantage to complete your registration by inputting the first email address submitted on the DBS webpage.

Should you encounter membership registration errors, please contact ALL Accor+ Explorer Member Care team at singapore@accorplus.com.

27. What is the difference between ALL Accor+ Explorer and ALL Accor?

ALL Accor+ Explorer members enjoy two Free Nights stay every year, up to 50% savings on room offers and dining discounts of 30% off food and 15% off beverage across Asia Pacific, including invitations to exclusive member events. Explorer members also get to enjoy Member's Rate of 15% off the public room rate worldwide and automatically qualify for a minimum of Elite Gold membership status with a bonus of 30 Status Nights in ALL Accor upon joining the programme.

28. Who is entitled to ALL Accor+ Explorer membership?

Each Principal DBS Vantage Visa Infinite Cardmember is entitled to 1 complimentary ALL Accor+ Explorer membership per Card Year. This membership will be automatically renewed every year on your DBS Vantage Card open date.

29. How can I register for my ALL Accor+ Explorer membership?

You may register for a complimentary ALL Accor+ Explorer membership via [DBS' webpage](#).

30. Will I receive a physical ALL Accor+ Explorer membership card when my application is successful?

No, you will receive a digital membership card instead. Upon successful registration, you will receive a welcome email from ALL Accor+ Explorer within 3 working days. The welcome email will provide you with steps to create your member login and further details on accessing your ALL Accor+ Explorer member benefits.

31. How do I access my digital membership card?

You may access your digital membership card via the ALL Accor app after you have successfully created your member login.

32. What will I receive from ALL Accor+ Explorer membership upon successful registration?

Digital dining vouchers will be issued. To access your digital vouchers, login to your profile via the ALL Accor app after you have successfully completed your membership registration on [Accor Plus' webpage](#).

33. How long is my ALL Accor+ Explorer membership valid for?

Your ALL Accor+ Explorer membership is valid for 12-month period per Card Year, as long as your Card remains in good standing.

34. Why do I see 'Accor Plus Elite Gold' in the Accor ALL App instead of 'Accor Plus Explorer'?

This refers to your Elite Gold status as an ALL Accor member in Accor's global lifestyle loyalty programme.

35. What is the definition of 2 Free Nights stay in the ALL Accor App?

2 Free Nights stay (complimentary night accommodation) will be given to ALL Accor+ Explorer members in a participating Accor hotel each year. Members can choose from a wide variety of participating hotels, resorts, and apartments across Asia Pacific.

A minimum stay of two consecutive nights is applicable for the use of each Free night stay (one paid night, one free night stay), with the higher-priced night free of charge.

36. Is the complimentary night applicable at any of the Accor hotel brands?

ALL Accor+ Explorer Stay Plus Free Nights are applicable at participating Accor properties across Asia Pacific. Please visit www.accorplus.com/sg for more details on utilising the Stay Plus Free Nights benefit including [Stay Benefits Variations](#).

37. Can the complimentary nights be used for any room booking?

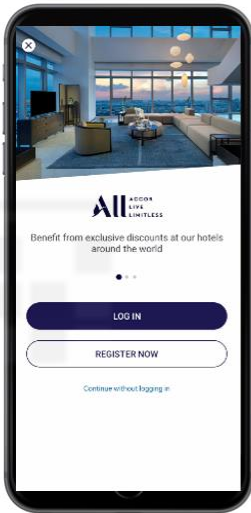
The Stay Plus Free Nights are valid for a Standard Room and any booking using a Stay Plus Free Night with a higher room category requires an upgrade fee.

38. How do I book my Stay Plus complimentary night?

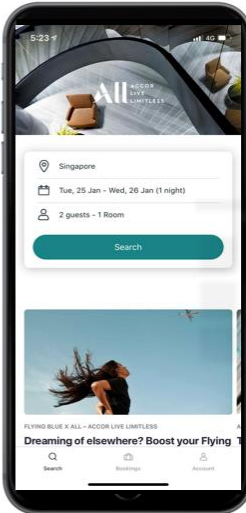
Follow the steps below to utilise your Stay Plus Free Night benefit:

- a) Login to www.accorplus.com/
- b) Select a destination or a participating Accor hotel within Asia Pacific
- c) Enter your preferred dates and fill in the other requested details
- d) Select "Yes" in the Stay Plus drop-down menu
- e) Click the Search or Book button
- f) You will be redirected to the booking page where you can select your hotel and room of choice

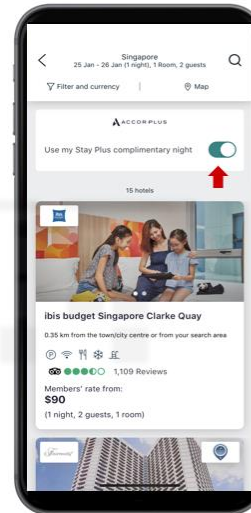
Entry Point: Accor ALL App



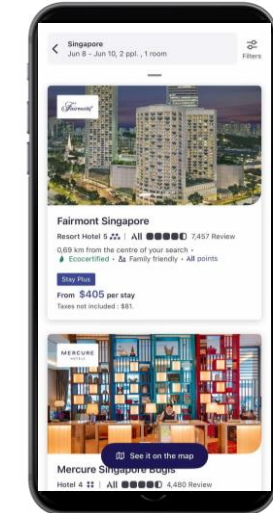
Step 1: Search for availability



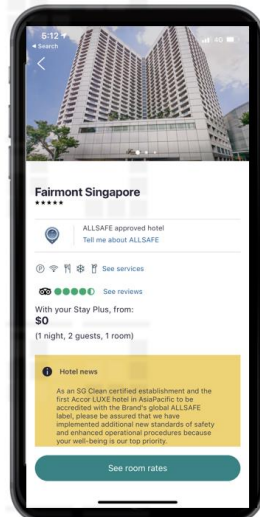
Step 2: Redeem your 1N stay



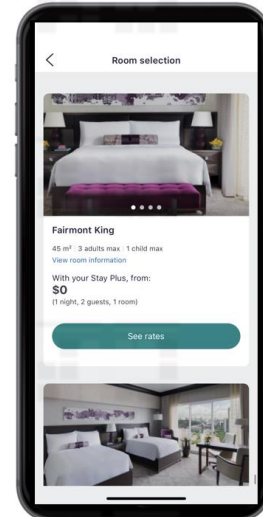
Step 3: Choose your preferred hotel



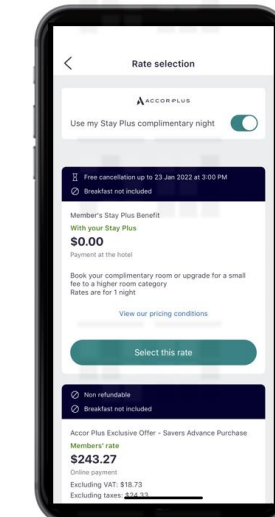
Step 4: See Room Rates



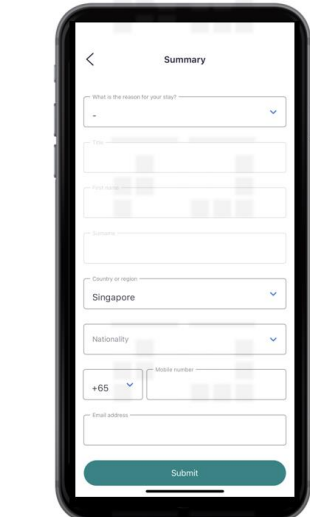
Step 5: Select Room



Step 6: Select Rate



Step 7: Submit Reservation



39. Do all restaurants at Accor hotels offer member dining discounts?

ALL Accor+ Explorer member dining discounts are applicable at participating Accor hotel restaurants across Asia Pacific at over 1,600 participating Accor hotel restaurants when a valid ALL Accor+ Explorer membership card is presented. Explorer members will get to enjoy dining discounts of 30% off food (up to 10 diners, 10% off food for 11 – 20 diners) and 15% off beverage across Asia Pacific. Please visit www.accorplus.com/ for more details on utilising the dining benefit including [Dining Benefits Variations](#).

40. How do I receive the dining benefits with my ALL Accor+ Explorer membership?

You may visit accorplus.com to explore the dining offers available or simply make a booking for a restaurant on the [Restaurants page](#). Be sure to present your valid ALL Accor+ Explorer membership card upon arrival at a participating Accor hotel restaurant to enjoy your member dining benefits.

41. How many rooms can I book as an ALL Accor+ Explorer member?

You may book up to two rooms with Members' Rate, providing the member is staying in one of the rooms, and the stay dates of the second room are the same as the stay dates of the room occupied by the member.

42. Can I use my Members' Rate to book an accommodation on behalf of someone else?

No, any accommodation booking on Members' Rate must be for the ALL Accor+ Explorer member.

43. Can my family or friends share my ALL Accor+ Explorer membership?

No, your ALL Accor+ Explorer membership is strictly for your use only and is non-transferable.

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

Complimentary ALL Accor+ Explorer membership is only applicable to Principal DBS Vantage Visa Infinite Cardmembers.

45. I am an existing ALL Accor+ Explorer member, what will happen to my existing membership when I sign up for the DBS Vantage Card and register via DBS' webpage?

ALL Accor+ Explorer will renew you as a DBS x ALL Accor+ Explorer member for the next term only upon expiry of any existing memberships. This membership will then be automatically renewed every year on your DBS Vantage Card open date.

Complimentary digital Priority Pass™ Membership**46. Who is entitled to utilise the 10 free lounge visits?**

Each Principal DBS Vantage Visa Infinite Cardmember is entitled to 10 complimentary lounge visits per 12-month membership period. You have a choice to enjoy either:

- Separate member visits; or
- Concurrent member & guest visit.

47. Will I receive a physical Priority Pass™ membership card when my application is successful?

No, you will receive a welcome email with your digital Priority Pass™ Membership account details from Priority Pass™ when your application has been successfully processed.

48. If I am an existing Priority Pass account holder, will I be able to merge my Vantage Priority Pass benefits with the existing membership account?

Priority Pass™ Memberships are unique and cannot be merged, as each Priority Pass membership is under a different program and have different benefits. However, existing members can hold multiple Priority Pass accounts using the same email but different login usernames. The email address and username is required in the application form.

49. I already have an existing lounge membership, can I transfer my Complimentary Priority Pass™ Membership to my Supplementary Cardmember, family member or friend?

No, complimentary Priority Pass™ Membership is only applicable to Principal DBS Vantage Visa Infinite Cardmembers and strictly non-transferable.

50. Can I visit the lounge again after utilising the 10 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 Vantage Visa Infinite Card on file as per Priority Pass™ records.

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

Complimentary Priority Pass™ Membership is only applicable to Principal DBS Vantage Visa Infinite Cardmembers.

52. Unauthorized Use of Priority Pass Membership

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 2.22 for each unauthorized membership registration.

53. What do I need to bring along to access the lounge?

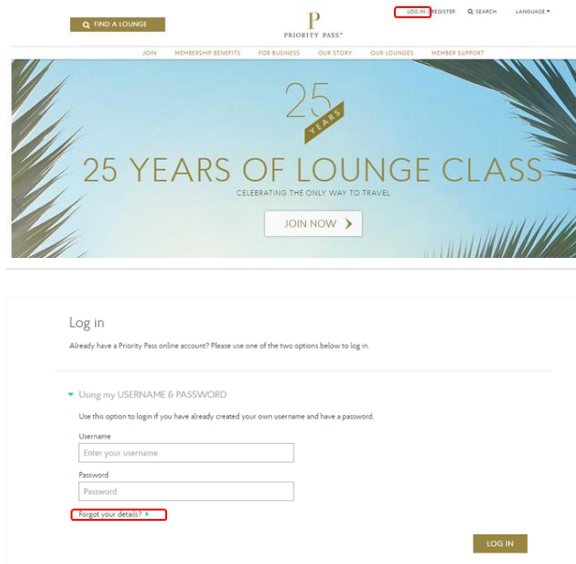
Your digital Priority Pass™ membership card and boarding pass must be presented at the lounges for entry.

54. 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.

a) How can I retrieve my username and/or password?

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



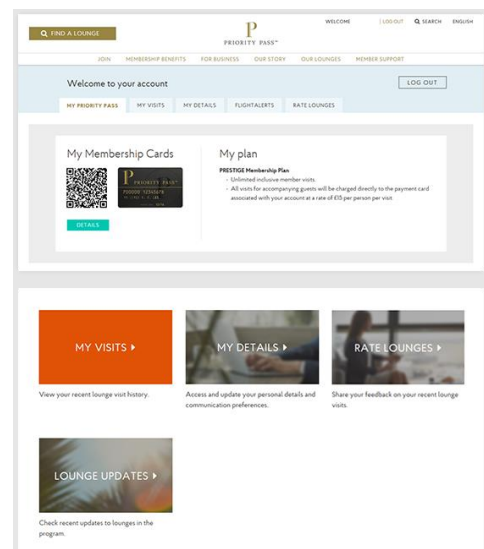
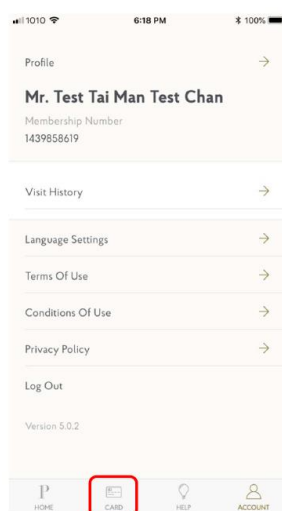
The screenshot shows the Priority Pass website. At the top, there is a navigation bar with links: FIND A LOUNGE, JOIN, MEMBERSHIP BENEFITS, FOR BUSINESS, OUR STORY, OUR LOUNGES, and MEMBER SUPPORT. A banner for "25 YEARS OF LOUNGE CLASS" is prominently displayed, celebrating the 25th anniversary of the lounge program. Below the banner, there is a "Log in" section. It includes a link for "Forgot your details?" and a "LOG IN" button. The login form has fields for "Username" and "Password", with a "Forgot your details?" link below the password field.

b) If you have not yet created your online account:

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

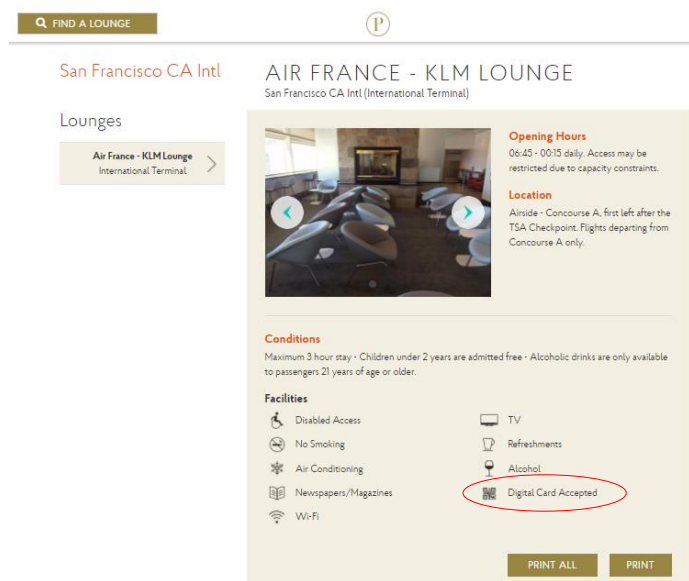
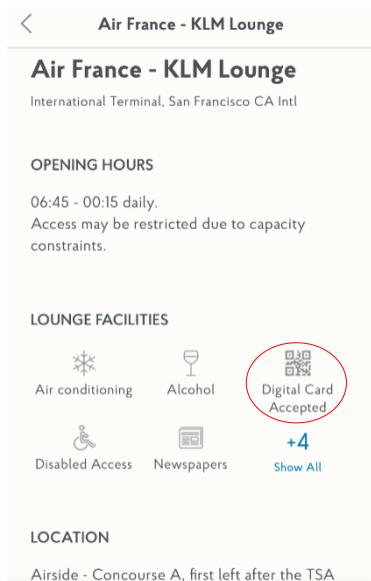


Step 2: Once the account is created, you can access your membership details and digital membership card using the username and password that you have created during your membership enrollment to login via the Priority Pass™ [app](#) or [website](#) to access the digital membership card.



See the [step by step activation guide](#) for full details.

- 55. 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.



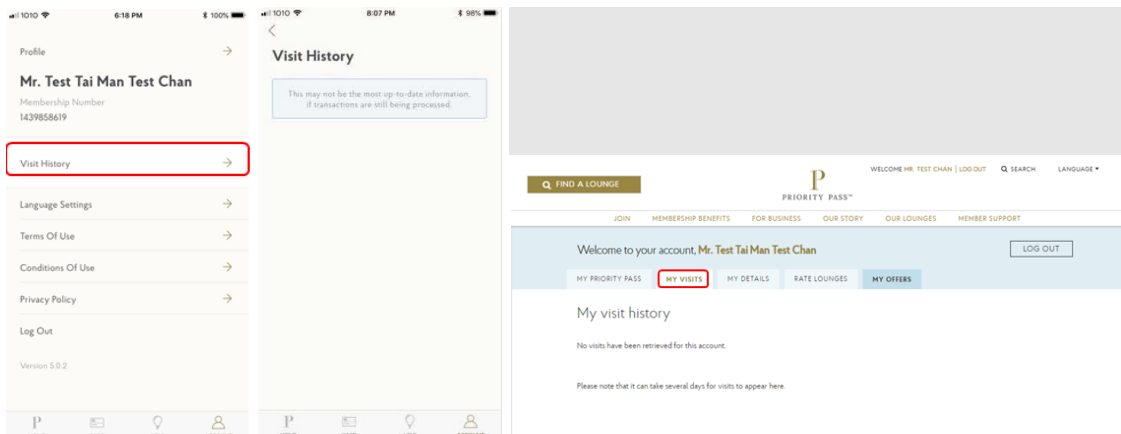
56. Is the 12-month membership period based on calendar year?

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 Dec 2022, the current 12-month membership period will be from 8 Dec 2021 to 7 Dec 2022.

57. 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.



Terms and Conditions Governing DBS Vantage Visa Infinite Card Promotions and Programmes (“Vantage Card Promotions & Programmes”) apply. Please refer [here](#) for details.