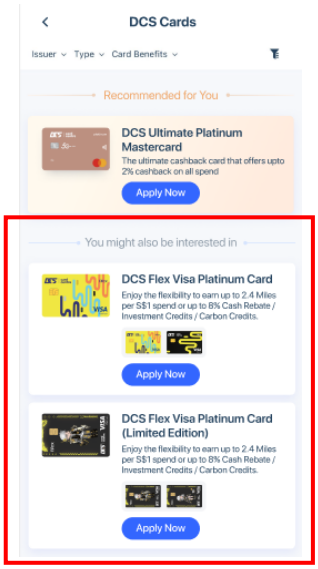
Frequently Asked Questions

1. **How do I apply for the limited edition card design via the DCS Cards App?**

   When applying for the Flex Card via the DCS Cards App, there are two options for you to choose from – the basic card or the limited edition card. Simply tap on "Apply Now" under the DCS Flex Visa Platinum Card (Limited Edition) if you wish to opt for the limited edition card design.



2. **Can I hold more than one Flex Card with both the basic and limited edition card design?**

   No, you can only opt for one card design for your Flex Card.

3. **Can I change the card design after the card is issued to me?**

   No, it is not possible to change your card design after the card has been issued.

4. **Can my supplementary cardmember hold a different card design from me?**

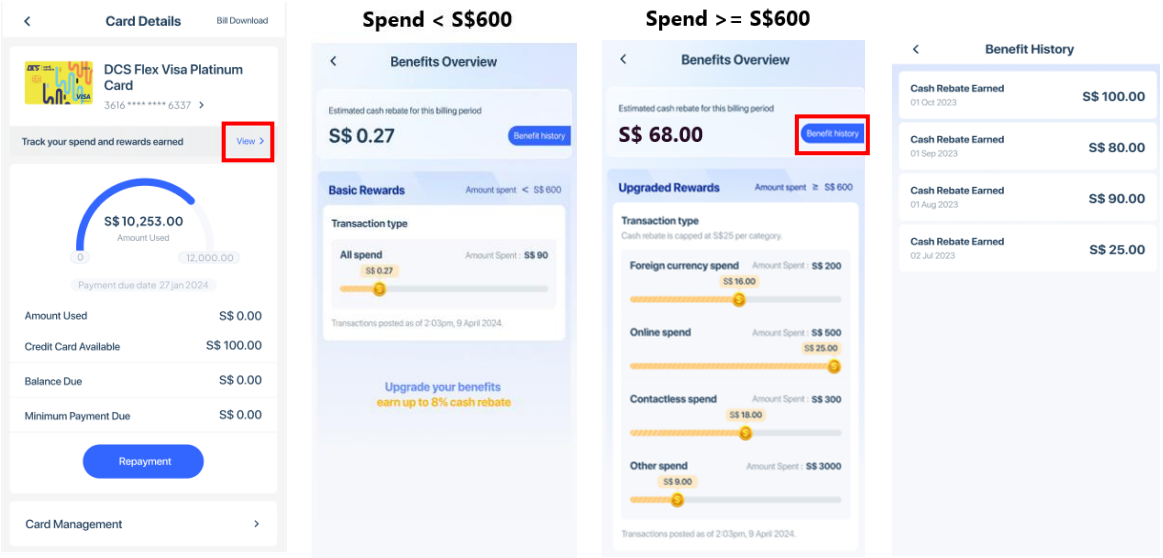
   No, the supplementary cardmember will hold the same card design as the one chosen by the principal cardmember.

5. **How do I access the Rewards Tracker?**

   Step 1: Login to the DCS Cards App and on the DCS Flex Card screen, tap on "View".

   Step 2: Once you have achieved the minimum monthly spend requirement of S$600, the dashboard will display your spend amount and rewards earned on the respective spend categories. Based on the illustration below, you would have earned a cash rebate of S$16 on your foreign currency spend of S$200.

   Step 3: To view your Rewards Earned history, tap on "Benefit History".



6. Can I switch my Reward from one reward type to another (for example: from Cash Rebate to Miles or Investment Credits or Carbon Credits)?

Yes, you may switch your Reward once a month. Once you have performed the switching, the new Reward will only take effect on the 2nd of the following month.

7. How do I perform switching of my Reward?

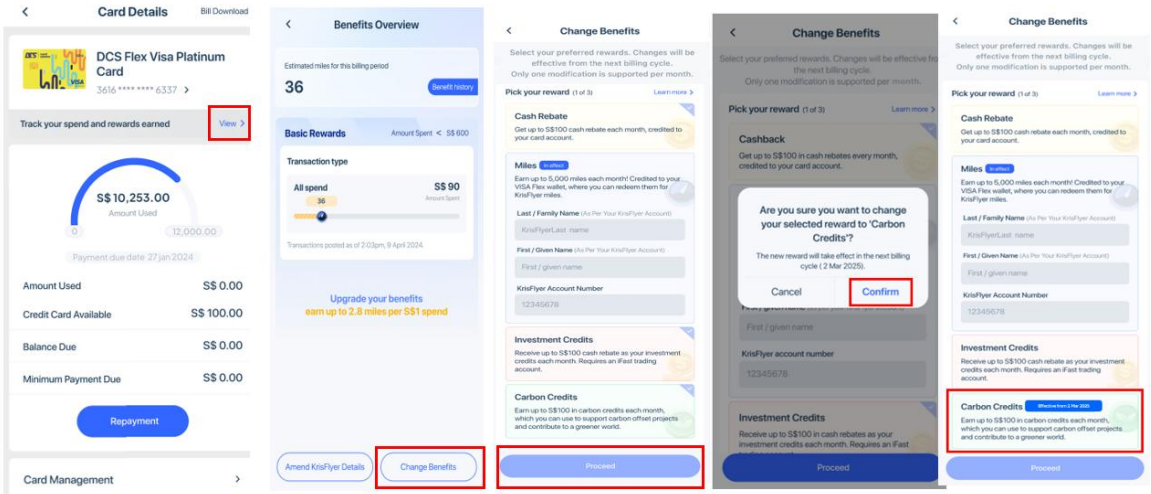
Step 1: Login to the DCS Cards App and on the DCS Flex Card screen, tap on “View”.

Step 2: Tap on “Change Benefits”.

Step 3: Select the new preferred Reward and tap on “Proceed”.

Step 4: Tap on “Confirm” to proceed with the change.

Step 5: The new Reward type will take effect on the 2nd of the following month.



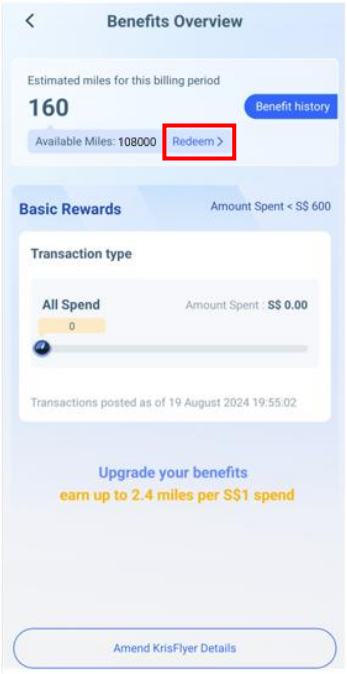
8. Are there any transactions that will not be eligible for earning the Reward?

Yes, transactions such as insurance payments and mobile wallet top-ups will not be eligible for the Reward. Please refer to the T&Cs governing DCS Flex Card Reward Programme and Card Design for the full exclusion listing.

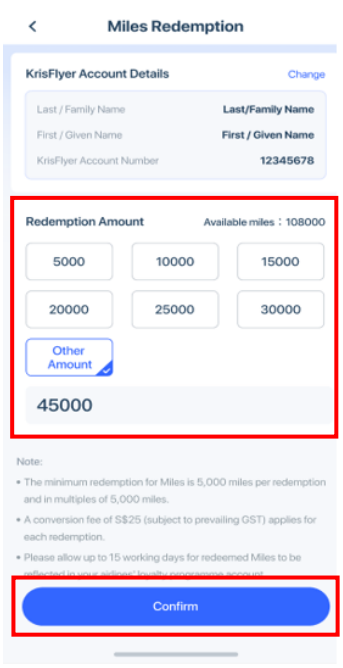
9. How do I redeem for my KrisFlyer Miles?

Step 1: Login to the DCS Cards App and on the DCS Flex Card Rewards Tracker screen, tap on "Redeem". Alternatively, you may tap on "Redeem Miles" on the Benefit History screen.

Step 2: Select any "Redemption Amount" or enter your preferred "Other Amount" in multiples of 5,000 miles, and tap "Confirm".







10. What is the minimum number of Miles I can redeem?

The redemption of Miles is subject to a minimum of 5,000 Miles and in multiples of 5,000 Miles per redemption.

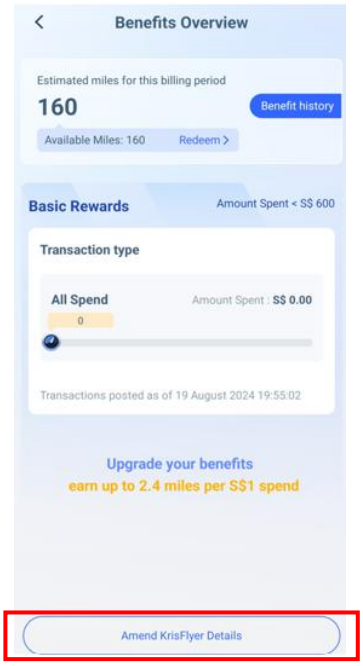
11. How long will it take for the crediting of Miles into my KrisFlyer account?

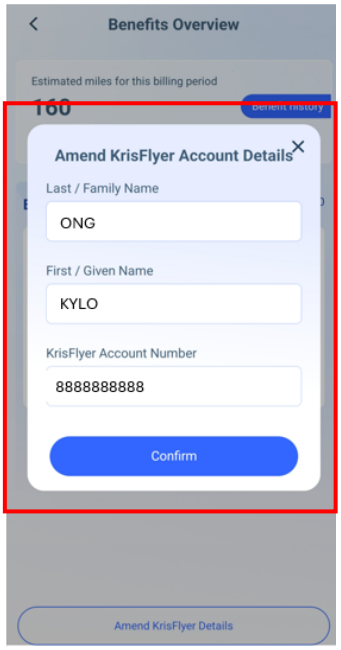
The conversion and crediting of Miles into your KrisFlyer account will take up to 15 working days.

12. How can I change my KrisFlyer account number?

Step 1: Login to the DCS Cards App and on the DCS Flex Card Rewards Tracker screen, tap on “Amend KrisFlyer Details”.

Step 2: Amend the fields and tap “Confirm”.





13. How can I change my iFAST account number?

Step 1: Login to the DCS Cards App and on the DCS Flex Card Rewards Tracker screen, tap on “Amend iFast Details”.

Step 2: Amend the fields and click “Confirm”.

