

FAQs for Cessation of DBS X VivoRewards+ Programme

1. **When will the DBS X VivoRewards+ programme officially cease?**
The programme will officially cease on 31 January 2024.
2. **Can I still earn rewards after 31 January 2024?**
Members can continue to earn VRPoints after 31 January 2024. Simply upload your receipts on the VivoCity SG mobile app for earning of VRPoints.
3. **Will there be any actions required from our end following the cessation of the DBS X VivoRewards+ programme?**
Members are not required to take any further actions, including the delink of their DBS PayLah! account from the VivoCity SG Mobile App.
4. **What happens to the VRPoints+ I have accumulated through this programme?**
Your existing VRPoints remain valid and can be redeemed as usual before the specified expiry date.
5. **Can I still earn VRPoints for transactions made with DBS/POSB payment modes at VivoCity?**
Transactions made with DBS/POSB payment mode will be processed as per current practice for all payment types. VRPoints will be credited within 5 days for all receipts submitted in-app within 24 hours from time of purchase for submission and with a minimum purchase value of \$20.
6. **What is the maximum VRPoints I can earn in a day now that I am no longer a DBS-linked member?**
All members can earn up to a maximum of 1,000 VRPoints per day.
7. **Will there be any upcoming membership perks in the future?**
In our constant efforts to delight customers, VivoRewards+ has something exciting coming soon! Stay tuned!
8. **Will Mapletree (VivoCity) continue to have access to transactional data on all my DBS/POSB Payment modes?**
Mapletree (VivoCity) will no longer retain any transactional data of transactions made via DBS/POSB payment modes upon programme cessation.
9. **What steps can I take if I have concerns or feedback about the programme cessation? / How can I get more help?**
For further enquiries, please email to vivorewards@vivocity.com.sg.