

## Frequently Asked Questions

### “NETS Tap DBS/POSB ATM Card Activation Promotion”

**1. When is the promotion period?**

This promotion is valid from 26 June to 31 Aug 2020, both dates inclusive.

**2. Can I earn more than one rebate?**

Participants are eligible to only one rebate per card. In the event if a customer holds more than one DBS/POSB - NETS contactless ATM card, and that he/she managed to spend \$30 on each ATM card for first time NETS Tap transaction and be amongst the first 16,000 qualified participants, then they are entitled to more than one rebate.

**3. How are the rebates awarded?**

Simply pay for a single NETS Tap transaction of at least S\$30 on retail purchases and be the first 16,000 cardholders to qualify.

**4. How do I know if my ATM card is eligible for the Activation Promotion?**

Look out for the NETS Tap icon on your bank ATM card to know if you are eligible for the promotion.



**5. Will I be automatically entitled to the rebates?**

Yes, as long as you are amongst the first 16,000 cardholders to spend \$30 on your first NETS Tap transaction within the Promotion Period.

**6. When and how will I receive the rebates?**

The rebate will be credited to your DBS/POSB Bank account within 2 months of the Promotion Period. i.e. by 31 Oct 2020.

**7. Why am I unable to tap in my NETS contactless ATM card?**

Check if you have sufficient funds in your bank account. NETS Tap is unable to deduct from accounts with insufficient balance.

**8. How would I know if I qualified for the Activation Promotion?**

Kindly check your account transaction history 2 months after the end of the promotion for the S\$5 rebate amount if you are the first 16,000 to qualify for the promotion.