

DBS Rewards - KrisFlyer Miles Auto Conversion Programme

FAQs

1. What is DBS Rewards – KrisFlyer Miles Auto Conversion Programme?

DBS Rewards - KrisFlyer Auto Conversion Programme allows eligible Cardmembers to enjoy a seamless conversion process, where the DBS Points earned will be converted automatically into KrisFlyer miles every quarter.

2. How can Cardmembers enrol for KrisFlyer Miles Auto Conversion Programme?

Eligible Cardmembers will have to fill up a form to enrol into KrisFlyer Auto-Conversion Programme. Fill in the form to [enrol now](#).

3. Who are the eligible Cardmembers for KrisFlyer Miles Auto Conversion Programme?

KrisFlyer Miles Auto Conversion Programme is applicable to Principal Cardmembers who hold a valid DBS Insignia Card, DBS Black Treasures Elite Card or DBS Altitude Card.

4. Can Supplementary Cardmembers enrol for the KrisFlyer Miles Auto Conversion Programme as well?

No. Only eligible Principal Cardmember can enrol for himself/herself.

5. Can enrolled Cardmembers convert their DBS Points into miles for another KrisFlyer account?

No. The enrolled Principal Cardmember can only convert DBS Points into KrisFlyer miles for his/her own KrisFlyer account bearing his/her own name.

6. Are there any fees/ charges imposed?

Yes, there is an annual participation fee of S\$43.60 (inclusive of GST) for every successfully enrolled Principal Cardmember.

7. How do eligible Cardmembers convert their DBS Points to KrisFlyer miles?

Upon successful enrollment, enrolled Cardmembers will have their DBS Points automatically converted to KrisFlyer miles in blocks of 500 DBS Points at the start of each quarter (i.e. January, April, July and October).

8. How does the auto conversion from DBS Points to KrisFlyer miles work?

Auto conversion is effected in blocks of 500 DBS Points. Every block of 500 DBS Points will be auto converted to 1,000 KrisFlyer miles. Please note that all DBS Points converted cannot be reversed.

Kindly see a sample calculation based on the enrolled Cardmember's available DBS Points balance:

- Total available DBS Points balance at the end of the quarter = 18,876 DBS Points
- Eligible for KrisFlyer Miles Auto Conversion = 18,500 DBS Points (37 blocks of 500 DBS Points)
- Remaining DBS Points balance = 376 DBS Points
- Total KrisFlyer miles converted = 37,000 KrisFlyer miles

9. How does the enrolled Cardmember know much KrisFlyer miles has been converted?

At the end of each successful conversion, Cardmember will receive an email notification from the bank, on the total amount of DBS Points converted into KrisFlyer miles. Please note that the email will be sent to the email address registered with DBS.

10. When will the Cardmember receive the email notification on his/her successful conversion?

Cardmember will receive the email notification within the first 14 working days, at the start of each quarter. Click [here](#) to update your email address.

11. How does the Cardmember verify that the KrisFlyer miles are credited into his/her account?

Cardmember may refer to his/her KrisFlyer account statement when he/she receives the email notification alert on the successful miles conversion.

12. Why is there a transaction of 1 mile credited into Cardmember's KrisFlyer account?

Cardmember may see a transaction of 1 mile credited to his/her KrisFlyer account, which is used to authenticate Cardmember's KrisFlyer account. Please note that it is not a DBS Points conversion hence, no DBS Points will be deducted from Cardmember's account.

13. Can enrolled Cardmembers request for an ad-hoc miles conversion?

Cardmembers can perform ad-hoc miles redemption through DBS Rewards website. The conversion rate is set at 5,000 DBS Points to 10,000 KrisFlyer miles. Cardmembers enrolled in the KrisFlyer Auto Conversion Programme will not be subjected to the S\$27.25 administrative fee (inclusive of GST) per air mile redemption.



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14. How can enrolled Cardmembers withdraw from KrisFlyer Auto-Conversion Programme?

Enrolled Cardmembers who wish to withdraw from KrisFlyer Auto-Conversion Programme can submit their application [here](#). Please note that the S\$27.25 administrative fee (inclusive of GST) per air mile redemption under the Frequent Flyer Programme will be applicable thereafter.

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