

POSB Neighbourhoods Cashback Campaign – 29 April 2024 to 31 July 2024

Frequently Asked Questions

Q1: What do I do if my cashback was not credited on the same day of my spend?

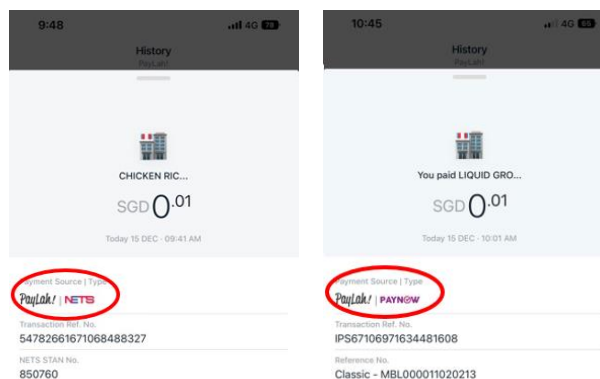
Step 1: Verify if the spend was made at a participating stall. Look out for the POSB wobblers:



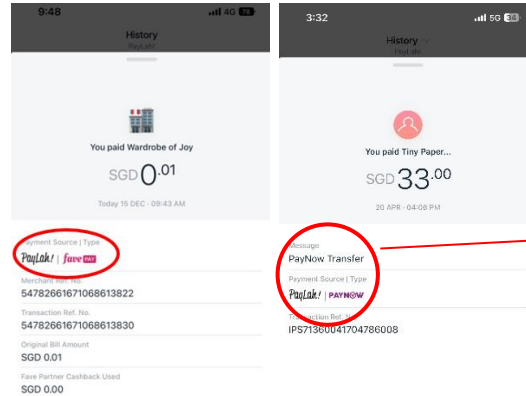
Otherwise, please check to see if the shop is part of the list of participating shops and locations listed on the [campaign webpage](#).

Step 2: If the spend was made at a participating shop, click on the History tab and click on the transaction for transaction details. Double confirm if the Payment Type is either a NETS QR or PayNow UEN transaction.

Applicable:



Non-applicable:



When 'Message' appears **before** 'Payment Source', this means that the transaction was made to a personal PayNow QR.

Note: Not applicable for personal PayNow QR transactions.

Step 3: Check the Neighbourhood tile within your PayLah! homepage to check if the cashback has been fully redeemed – you'll see the tag reflecting 'FULLY REDEEMED' if it is.

Neighbourhood tile when all redemptions are **fully redeemed**:

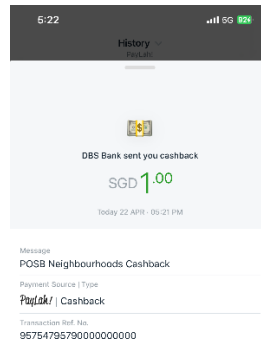


Neighbourhood tile when redemptions are **still available**:



Step 4: Verify if you've already received a cashback awardance within the month.

Step 5: Check if the cashback was credited by the end of the same day of spend. The cashback should look like this:



After verifying all 5 pointers above and confirmed that it's not due to any one the 5 reasons, please proceed to reach out to [DBS' contact centre](#).

Q2: Are all heartland shops applicable to this campaign?

No, please see list of participating shops and locations listed on the [campaign webpage](#).

Note that the list will be updated, so please check the list before making a spend.

Q3: Is there a minimum spend requirement for the cashback?

Yes, you will need to make a minimum spend of S\$5 in a single transaction.

Q4: Can I redeem the cashback more than once?

There is a cap of 1 redemption per user for each period, so each user may redeem up to 3 times for the entire campaign period.

Q5: Will it work for both NETS QR or PayNow UEN QR transactions via PayLah!?

Yes, as long as it is a NETS/PayNow UEN scan to pay transaction made via PayLah!, at one of the participating shops.

Do note that this campaign is not applicable for:

- PayNow or PayLah! payments made to personal mobile numbers.
- FavePay QR payments

Q6. How do I check if I've received the cashback?

There will be a pop-up after an eligible spend, notifying that you've received your cashback. Otherwise, you may check within the History tab of your app to verify.

Q7: How do I tell if the 40,000 redemptions have been fully issued?

Notices will be put up on the campaign webpage. You may also check the Neighbourhood tile within your PayLah! homepage to check if the cashback has been fully redeemed – you'll see the tag reflecting 'FULLY REDEEMED' if it is.



Q8: Are all heartland shops in the participating neighbourhood applicable to the campaign?

No, here is a list of excluded categories: Associations/Clubs, Chain stores (e.g. Mcdonalds, 7-11), Charity Organisations, Places of Worship, Hawker Centres, Coffeeshops, Jewellery, Learning Centres, Commercial Malls, Petrol Stations, Wet Markets, Vet

Shops in commercially owned shopping malls i.e. Bugis Junction, Great World City or Tanglin Mall are not included in the campaign.

Q9: How do I onboard my shop into this campaign?

Kindly follow the following check list:

1. Check if your stall is located within a neighbourhood that's currently within our list of participating shops.
2. Please make sure that your shop is currently able to accept QR payment via SGQR (NETS or PayNow UEN). Otherwise, kindly reach out to NETS (info@nets.com.sg) to apply.
3. Once you're onboarded to SGQR, kindly reach out to our [Contact Centre](#) with the following: A clear photo of your SGQR, Shop name, Shop full address
4. The team will do a check, and will update you if your store can be added as an eligible shop.