

# Singtel Dash FAQ

## Getting Started

### **Q: How do I sign up for Singtel Dash?**

A: To sign up for Singtel Dash, download the Dash app from the App Store or Google Play Store. Open the app and follow the on-screen instructions to register for a new account.

### **Q: How can I update my personal details?**

A: To update your personal details, log in to the Dash app, navigate to the 'Account' section, and select 'Personal Details.' Here, you can edit your information as needed.

### **Q: What devices are supported by Singtel Dash?**

A: Singtel Dash supports iOS and Android devices. Ensure your device meets the minimum system requirements specified on the App Store or Google Play Store.

## Payments

### **Q: How do I make a payment using Dash?**

A: To make a payment, open the Dash app, select 'Pay,' and choose the payment method (e.g., 'Pay with Visa' or 'Pay at Dash Retailers'). Follow the prompts to complete the transaction.

### **Q: What is Tap & Pay, and how does it work?**

A: Tap & Pay allows you to make contactless payments using your mobile device. Ensure NFC is enabled on your device, then tap it on a compatible payment terminal to complete the transaction.

### **Q: How do I use the counter code for payments?**

A: When making a payment at participating merchants, provide your unique counter code found in the Dash app under 'Pay' > 'Counter Code.' The merchant will use this code to process your payment.

### **Q: What should I do if I paid the wrong amount?**

A: If an incorrect payment amount was made, contact the merchant directly to request a refund or adjustment. Refunds are subject to the merchant's policy.

## **Security**

### **Q: What should I do if I lose my mobile device?**

A: If you lose your mobile device, contact Singtel Dash customer care immediately at 1800-438-3274 to suspend your account and prevent unauthorized access.

### **Q: I forgot my PIN. How can I reset it?**

A: To reset your PIN, open the Dash app, select 'Forgot PIN,' and follow the verification steps to set a new PIN.

### **Q: How do I change my registered mobile number?**

A: To change your registered mobile number, log in to the Dash app, go to 'Account' > 'Personal Details,' and update your mobile number accordingly.

### **Q: How can I terminate my Dash account?**

A: To terminate your Dash account, contact Singtel Dash customer care at 1800-438-3274 for assistance.

## **Commute**

### **Q: How are fare charges calculated?**

A: Fare charges are calculated based on the distance traveled and the fare structure set by the public transport authorities.

### **Q: How do I use transit features on iOS devices?**

A: On iOS devices, ensure that your Dash app is updated. Open the app, select 'Pay to Commute,' and follow the instructions to set up transit payments.

### **Q: What is SimplyGo, and do I need an NFC SIM for it?**

A: SimplyGo allows you to use your mobile device for public transit payments without the need for an NFC SIM. Ensure your device supports NFC and that the Dash app is set up for transit payments.

### **Q: Where can I view my billing history?**

A: To view your billing history, log in to the Dash app, navigate to 'Account,' and select 'Transaction History' to see all your past transactions.

## **Others**

### **Q: What is Dash PET?**

A: Dash PET is an insurance savings plan offered through the Dash app, providing competitive returns on your savings.

### **Q: How do I use PayNow VPA and FAST with Dash?**

A: To use PayNow VPA and FAST, link your bank account to the Dash app and follow the in-app instructions to transfer funds seamlessly.

## **Remittance**

### **Q: What is the Preferential FX rate?**

A: The Preferential FX rate offers better exchange rates when you send more money to specific countries, including Australia, Europe (including the UK), South Korea, or Vietnam.

### **Q: What are the associated transaction fees for remittance?**

A: Transaction fees range from SGD 2 to SGD 7, depending on the destination country and the remittance amount.

### **Q: How do I find out the actual FX rate applied to my remittance transaction?**

A: The final exchange rate applied to your remittance transaction will be displayed on the remittance confirmation page within the Dash app.