



## Frequently Asked Questions

Retiring of DCS Diners Club International Charge Card and DCS Diners Club International ACE Credit Card



**DCS Diners Club International  
Charge Card**



**DCS Diners Club International  
Ace Credit Card**

**1. Why am I receiving this communication with regards to DCS Diners Club International Charge Card and DCS Diners Club International ACE Credit Card?**

As you are holding one or both cards going into retirement, this communication serves to inform you of the discontinuation of the card and action required before the cards are retired on 2 June 2026.

**2. What should I do if I have GIRO or recurring bills (e.g. insurance premiums, telco, utility, subscriptions, etc) on the retired card(s)?**

Please make the necessary arrangements with your respective billing organizations before 2 June 2026 to ensure that there is no disruption in your bill payments.

**3. What should I do if I have credit balance on the retired card?**

We encourage you to utilise any remaining credit balance before 2 June 2026. If you wish to have the credit balance refunded directly to you, please submit a written request via Live Chat on our website by 1 July 2026. We will arrange for the refund to be processed upon receipt of your request.

If we do not receive a written refund request by 1 July 2026, we may transfer any credit balance remaining on your account to another account you hold with us, or deal with the remaining credit balance in such other manner as we may determine, in accordance with applicable law and regulations. You may contact us at +65 6571 0128 should you have any queries regarding your credit balance after 2 June 2026.

**4. What should I do if I have outstanding balance (unpaid balance not due to instalment programs) on the card?**

You will receive your final statement of account by the first week of June. Any unpaid outstanding balance on your card will need to be fully paid by 15 June 2026. Please note that late charges will still apply if the payment is not made by the stipulated repayment due date.

**5. What will happen to my Club Rewards Points (CRP) when the card is retired on 2 June 2026?**

After 17 May 2026, you will no longer be able to earn Club Rewards Points (CRP). The existing points on your card can be redeemed via DCS website. Redemption requests need to be submitted by 29 May 2026. Your remaining balance of CRP will be forfeited by 2 June 2026; points would not be recoverable after the forfeit.

**6. Can I transfer my Club Rewards Points (CRP) to another DCS credit card after the card is retired?**

The remaining CRP on your card cannot be used, transferred and/or reinstated after it is retired on 2 June 2026. Please utilise any remaining rewards before your card is retired.