

## **Frequently Asked Questions**

### **1. What is GIRO?**

General Interbank Recurring Order (GIRO) is an automated electronic payment service which allows you to make monthly payment to the billing organisation (BO) from your bank account directly. The amount will be deducted from your DBS or POSB account and paid to your BO every month, upon the BO's request. All you need to do is to ensure that the designated bank account has sufficient funds every month.

### **2. What is the benefit of using GIRO?**

GIRO is a convenient, paperless and cashless payment method. It enables you to make hassle-free monthly payments to BOs through your bank account. There is also no setup fee.

### **3. How do I set up a GIRO arrangement?**

You can choose to set up a GIRO arrangement for selected BOs via DBS iBanking, AXS Stations with D-Pay or liaise with the respective BO for their GIRO application form.

The GIRO arrangement will be in place once your application is approved. It will only be cancelled when you give instructions to terminate.

### **4. How do I know if my GIRO application is successful?**

After submission, your GIRO application will be sent to the BO to update their records. The BO will advise you of the date of the first deduction.

For GIRO applications via iBanking and AXS stations, applications will be verified by DBS Bank instantaneously and forwarded to the billing organisations. The BO will then take up to 5 days to update their systems and to either start the GIRO collection or to inform the customers of their GIRO application status.

For paper application, your GIRO application should usually be approved within 14 working days from the date of your application. If you do not hear from the BO after 14 working days, please check with the BO.

Meanwhile, please continue to pay your bills until you have been notified that your GIRO application has been approved.

### **5. What fees and charges do I have to pay to apply or terminate a GIRO arrangement?**

The Bank does not impose any fees and charges for setting up or terminating a GIRO arrangement. However, some Billing Organisations impose charges for unsuccessful GIRO payment. Please check with the BO on their fees and charges.

### **6. When will my GIRO payments take place?**

The BO will inform you the date when the deduction will be made.

### **7. How do I terminate a GIRO arrangement?**

Should you decide to terminate the GIRO arrangement, you must notify the BO, as well as the Bank so that the Bank will not accept any more requests from the BO to debit your account for payment.

## 8. How would I know that my GIRO payments have been terminated?

Some BOs send a statement to confirm that the termination request is effected. You may also wish to contact the BO's customer service centre to confirm the status of the GIRO termination. Please note that as payment is upon request by the BO, the BO may effectively terminate the arrangement by discontinuing payment requests to the Bank.

Additional FAQ on new GIRO application via AXS stations

## 9. What is this new GIRO application via AXS stations?

This refers to the electronic setup of GIRO applications via AXS stations. With this service, you will be able to complete a GIRO setup within minutes at AXS Stations islandwide. Similarly, the turnaround time for GIRO application will also be dramatically reduced from the industry norm of three weeks on average, to as little as one day.

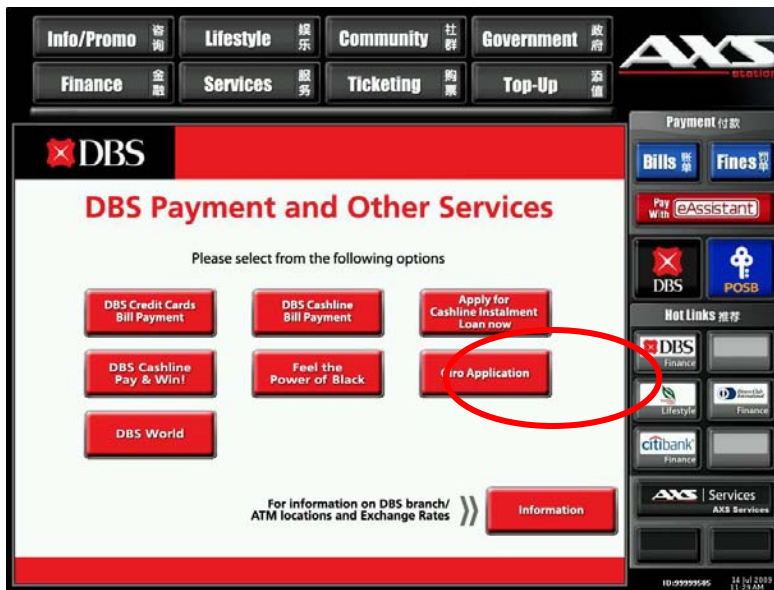
## 10. Where can I find this on AXS?

Under AXS, it can be found under the DBS > GIRO Application. Subsequently, select the Billing Organisation with whom you can sign up for your GIRO application. Please refer to the screenshots below:

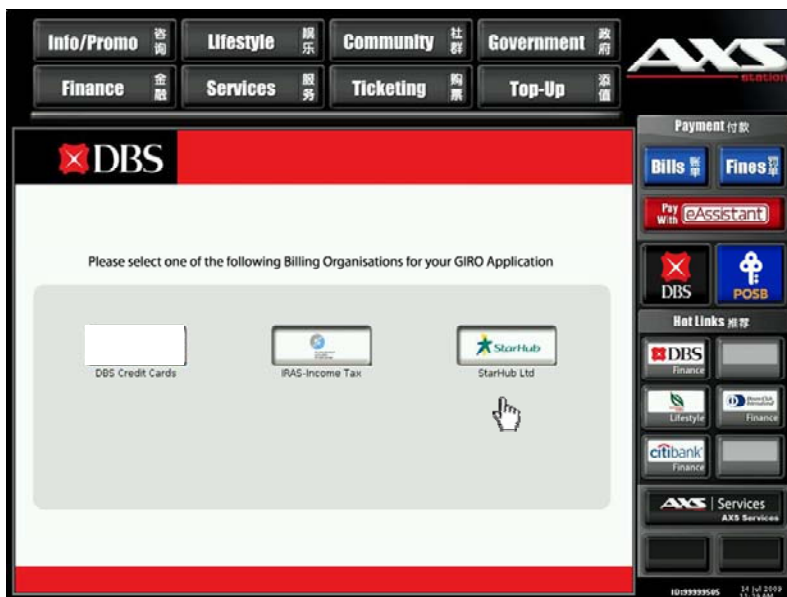
### Step 1:



Step 2:



Step 3:



**11. Will the Bank be sending a letter to acknowledge my GIRO application ?**

No, upon successful GIRO application at the AXS station, you will receive a transaction receipt as acknowledgment of your application. No letter will be sent by the bank.

A sample of the transaction receipt is attached below.



**12. Which account will be used for the GIRO deduction?**

Similar to your payment transactions where the debiting account is selected by the ATM cardholder at the AXS station, the account assigned for the GIRO deduction will also be based on your selection of accounts at the AXS station. In other words, if no account was selected at the AXS station, the primary account will be assigned. If the current or savings account is selected (i.e. CUR , SAV account type displayed on the AXS station screen), the respective current or savings account will be assigned.

**13. If I do not have sufficient funds in my account at the point of the GIRO application, will the Bank approve my transaction?**

Yes. Similar to the GIRO form process, the Bank will not check against your account balance during GIRO application.

**14. Can Corporate ATM cardholders apply for GIRO using AXS Stations?**

No, this service is only applicable for individual account holders.

**15. Why do some of the organisations do not accept GIRO applications via AXS stations?**

This is an opt-in service for the organisations. DBS will work with all the organisations that are interested in partnering DBS to provide this service to all the DBS and POSB cardholders.

**16. Can I sign up for GIRO applications via AXS stations using my other bank's card?**

Yes, if the other bank also offers this service (No other bank offer this service as yet).

**17. Is this service applicable at all AXS stations?**

Currently, this service is only available at AXS stations with D-Pay. Currently there are over 180 AXS stations with D-Pay. All 600 AXS stations are expected to be enabled for D-Pay by the end of the year.

**18. Is this service available to POSB FastPay?**

No, only bill payment transactions are available on POSB FastPay. This is a new concept station meant to facilitate bill payment only.

**19. Which are the organisations that accept GIRO applications via AXS stations currently?**

There are 3 BOs offering this service at the moment, namely, DBS Credit Cards, Starhub and IRAS. For a start, you can apply for GIRO to pay your DBS Credit Card bills, Starhub Mobile services and IRAS Income tax.

**20. Am I able to check the status of my GIRO application via AXS stations?**

Your GIRO application has been verified by the Bank during application and forwarded to the BO for their action. You may wish to check with the respective BO to find out the status of your application and the billing date.