

JEWEL DOUBLE REWARDS FREQUENTLY ASKED QUESTIONS

ABOUT JEWEL DOUBLE REWARDS PROGRAMME

1. What is Jewel Double Rewards?

- Jewel Double Rewards is an exclusive rewards programme at Jewel Changi Airport (Jewel).
- You must be a member of both Changi Rewards and CapitaStar programme and link your accounts to earn double rewards (i.e. both Changi Rewards points and STAR\$®) in a single transaction when you shop and dine at the participating outlets in Jewel. This is a first for any property in Singapore.

2. What are the benefits of Jewel Double Rewards?

- For every qualifying transaction made at the participating outlets in Jewel, you can earn double rewards – both Changi Rewards points and STAR\$®.
- Seamless points redemption – members of both programmes simply need to link their accounts to earn both Changi Rewards points and STAR\$®.
- Earning of points is simple once both Changi Rewards and CapitaStar accounts are linked:
 - Scan your Changi Rewards e-card at the point of purchase to earn Changi Rewards points
 - STAR\$® will be automatically awarded to your CapitaStar account

3. Who can join the Jewel Double Rewards?

- **Changi Rewards** – Open to all applicants who are aged 16 years old and above at the time of application.
- **CapitaStar** – Open to all who is aged 16 years and above at the time of application and has a valid Singapore or Malaysia mobile number.

4. How do I link my Changi Rewards and CapitaStar accounts?

Changi Rewards	Step 1: Login to Changi app  using your Changi Account and password Step 2: Click on your Changi Rewards “Account”. Click on ‘Settings’ next to your username and select ‘Linked Memberships’ Step 3: Enter your CapitaStar registered mobile number and click on “Submit” to complete linking[#]
CapitaStar	Step 1: Login to CapitaStar App  using your registered mobile number and password Step 2: Click on “See more” on the home screen and select “Partner Perks”. Click on Jewel Double Rewards banner Step 3: Enter your Changi Rewards registered email address and click on “Link Membership” to complete linking[#]

[#]Linking of accounts only needs to be done on either the Changi App or CapitaStar App.

5. How long does it take to link my Changi Rewards and CapitaStar accounts?

Almost instantly! Once you have successfully linked your Changi Rewards and CapitaStar accounts via the Changi App or CapitaStar App, you can start earning double rewards!

6. I have tried to link my Changi Rewards and CapitaStar accounts but was unsuccessful. What should I do?

- **Changi Rewards** – You may contact Changi Rewards via the Feedback Form (<https://www.changiairport.com/en/rewards/feedback.html>)
- **CapitaStar** – You may check if a valid unique mobile number is registered with CapitaStar before trying to link the accounts. If you require further assistance, you may contact CapitaStar at +65 6631 9931 or may contact CapitaStar via the Feedback Form (<https://www.capitastar.com/sg/en/contact-us.html>)

7. What are the membership tiers available?

- **Changi Rewards** – The programme offers four tiers of membership: (i) Member; (ii) Gold; and (iii) Platinum (iv) Monarch. You can enjoy more benefits as you get upgraded to the next membership tier. No minimum nett spend is required for the Member tier. To qualify for an upgrade, you are required to meet the accumulated nett spend of S\$4,000 for Gold tier, S\$8,000 for Platinum tier and S\$25,000 for Monarch (subject to other assessment criteria as determined by CAG from time to time, and by-invite only) respectively on qualifying transactions at the participating outlets in Changi Airport and Jewel, in a single year.
- **CapitaStar** – The programme offers a single tier of membership.

8. Do I have to pay for the membership?

- Both Changi Rewards and CapitaStar memberships are free.

9. How long is my membership valid for?

- **Changi Rewards** – The membership lasts for a lifetime, but membership tiers are subject to changes according to the accumulated nett spend during the Assessment Period.
- **CapitaStar** – The membership is valid for a lifetime.
- However, membership is still subject to termination or suspension should there be any suspicious or fraudulent activities found in the account.

EARNING OF REWARDS

10. Is there a minimum spend to earn rewards from the Changi Rewards and CapitaStar programmes?

- Yes, a minimum spend of S\$10 nett in a single transaction at participating outlets is required.

11. I am an existing member of both Changi Rewards and CapitaStar. Can I earn both Changi Rewards Points and STAR\$® when I spend in Jewel?

- You can earn both Changi Rewards points and STAR\$® for every qualifying transaction made at the participating outlets in Jewel when you are a member of Changi Rewards and CapitaStar programmes. Continue to earn STAR\$® with CapitaStar at Jewel and enjoy Double Rewards by linking your Changi Rewards and CapitaStar accounts.
- If your Changi Rewards and CapitaStar accounts are linked, you can earn double rewards simply by scanning your Changi Rewards e-Card at the point of purchase and STAR\$® will be automatically awarded to your CapitaStar account. You can link both your accounts either via the Changi App or CapitaStar App.

12. Is there any difference in the earn rate when I spend in Jewel?

Earn rate will be the same as per the respective rewards programme:

- **Changi Rewards** (applicable to the participating outlets in Changi Airport and Jewel):
 - 'Member' tier – earn 10 Changi Rewards points with every S\$10 spent in a single transaction
 - 'Gold' tier – earn 20 Changi Rewards points with every S\$10 spent in a single transaction
 - 'Platinum' tier – earn 60 Changi Rewards points with every S\$10 spent in a single transaction
 - 'Monarch' tier – earn 80 Changi Rewards points with every S\$10 spent in a single transaction
- **CapitaStar** – Earn 5 STAR\$® (1 STAR\$® for supermarkets & food courts) with every S\$1 spent (with a minimum spend of S\$10) at the participating outlets in Jewel.

- For illustrative purposes:

Spend in Jewel (non-groceries/non-food court purchases)	Changi Reward points awarded – Member / Gold / Platinum / Monarch	STAR\$[®] awarded
S\$10	10 / 20 / 60 / 80 points	50 STAR\$ [®]
S\$109	100 / 200 / 600 / 800 points	545 STAR\$ [®]
S\$238.60	230 / 460 / 1,380 / 1,840 points	1,190 STAR\$ [®]

Note:

Changi Rewards – cumulative spend is rounded down to the nearest S\$10

CapitaStar – cumulative spend is rounded down to the nearest S\$1

13. If I do not have or have terminated my Changi Rewards account, will I still earn STAR\$[®]?

To earn STAR\$[®], you will need to link your Changi Rewards and CapitaStar accounts to earn STAR\$[®] with CapitaStar.

14. If I do not have or have terminated my CapitaStar account, will I still earn Changi Rewards Points?

You can continue to earn Changi Rewards points when you spend at the participating outlets in Jewel. To earn Changi Rewards points, please scan your Changi Rewards e-Card at the point of purchase.

15. Do I need to upload my receipts to earn STAR\$[®]?

No. With effect from 8 July 2025, CapitaStar is moving to a receiptless system for earning STAR\$[®]. Members will not be able to scan receipts to accumulate rewards. To continue earning STAR\$[®] at Jewel, simply link your Changi Rewards and CapitaStar accounts. Scan your Changi Rewards e-Card at the point of purchase, and your Changi Rewards points and STAR\$[®] will be awarded automatically.

16. Do I earn Changi Rewards point and STAR\$[®] when I use vouchers/ e-vouchers/ Gift Cards at the participating outlets?

Changi Rewards points and STAR\$[®] are awarded based on the nett purchase value after deduction of vouchers, e-vouchers and/or Gift Cards redemptions at all participating outlets. Payment made using any vouchers, e-vouchers and Gift Cards under Changi Airport Group/ Changi Rewards/ Capitaland Malls/ CapitaStar/ all other tenants' in-store vouchers are not entitled to Changi Rewards points and STAR\$[®]. Purchase of any vouchers, e-vouchers and Gift Cards are not entitled to Changi Rewards points and STAR\$[®] too.

17. Do I earn Changi Rewards point and STAR\$[®] when I use discounts at the participating outlets?

Changi Rewards points and STAR\$[®] are awarded based on the nett purchase value after deduction of discounts at all participating outlets.

18. Do I enjoy 3X STAR\$[®] on my birthday month when I spend in Jewel?

CapitaStar's Birthday Bonus programme is applicable in Jewel. You can enjoy 3X STAR\$[®] on 1st transaction with eCapitaVoucher during birthday month when you spend at the participating outlets in Jewel.

19. What are the transaction receipts that will not earn points for Jewel Double Rewards?

S/N	Transaction receipts that will NOT be accepted
1	APPLE store
2	Fun Claw
3	Solace Studios
4	Hotels, i.e. YOTELAIR Singapore Changi Airport
5	Servicing charges from Dyson Demo Store Service Centre
6	Health screening and screening packages from Minmed Wellness Collective
7	Packages from Natureland Spa. Premium
8	Gift by Changi Airport
9	Online purchases, including website purchases for Jewel Attractions and Changi Experience Studio
10	Receipts for purchase of donation bundles from Fairprice Finest
11	All voucher purchases, e.g. Jewel vouchers, tenant vouchers, eCapitaVoucher
12	Banks / ATMs / Money Changers / Financial Services
13	SISTIC / AXS / SAM payments
14	Cash Card / Stored Value Cards Top-Up transactions/ iTunes Gift Card
15	Temporary vendors at promotional spaces, e.g. Jewel Atrium, Cloud9 Piazza and pop-up stores, pushcarts/kiosks and vending machines
16	Lounges, passenger meeting services counters, left luggage service counters, tour and travel services.
17	Cars rental/ polishing services, airport shuttle and transportation counters
18	Tobacco products

20. Is there a cap on how many Changi Rewards points and STAR\$® I can earn in a day?

Yes, terms and conditions apply as per the respective rewards programme.

- **Changi Rewards** – Points issuance is capped at a maximum nett spend of \$5,000 per transaction. There is no points cap for Monarch members.
- **CapitaStar** – You can accumulate up to 5,000 STAR\$® per day.

21. If I have made a purchase in Jewel before linking my Changi Rewards and CapitaStar accounts, can I still earn double rewards (i.e. Changi Rewards points and STAR\$®)?

- From 8 July 2025 onwards, to earn double rewards seamlessly, you need to link both your Changi Rewards and CapitaStar accounts prior to making the transaction.

22. What should I do if I forgot to scan my Changi Rewards e-Card at the point of purchase?

You may submit your retrospective claim requests to the respective programmes directly:

- **Changi Rewards** – visit the Contact Us page at <https://www.changiairport.com/en/rewards/feedback.html> within 7 days from date of transaction.
- **CapitaStar** – You must link your account with Changi Rewards before you make a purchase in order to earn STAR\$® as scanning of receipt is discontinued from 8 July 2025.

23. Will Changi Rewards members enjoy 9% GST absorption for shopping at Jewel?

- GST absorption for shopping at public areas is not applicable at Jewel.

REWARDS REDEMPTION

24. What can I redeem with the accumulated Changi Rewards points or STAR\$® earned in Jewel?

Changi Rewards points and STAR\$® earned can be used to redeem the following:

- **Changi Rewards points** – Changi e-Voucher Flexi (available for use in Jewel and Changi Airport main terminals) and e-Voucher (available for use in Changi Airport main terminals only), exclusive items or offers under Changi Rewards' Rewards Catalogue (physical items are to be collected from Changi Rewards Counter in Terminal 3, Basement 2), or conversion to Singapore Airlines KrisFlyer miles.
- **STAR\$®** – eCapitaVoucher for use in participating CapitaLand Malls. You may also redeem eDeals from CapitaLand Malls' and Jewel's merchants on the CapitaStar App.

25. Can I use my Changi Rewards points and STAR\$® to offset carpark parking charges in Jewel?

Redemption for parking rebates and privileges is not applicable in Jewel for **STAR\$®**. Changi Rewards parking rebate is an ongoing privilege under the Changi Rewards programme and can be redeemed via the Changi App and at rewards.changiairport.com.

26. Will my spend in Jewel qualify for Changi Rewards' parking privileges?

Please refer to [Changi Rewards' Benefits & Privileges](https://rewards.changiairport.com) website for full details.

27. When do my points expire?

The expiration of Changi Rewards points and STAR\$® follows the respective rewards programmes:

- **Changi Rewards** – Changi Rewards points earned must be redeemed within 12 months from the date of deposit, expiring by the last day of the rolling 12th month. Any unutilised points will expire and be forfeited, i.e Points deposited on 23rd June 2024 must be redeemed before 30th June 2025.
- **CapitaStar** – STAR\$® will expire one calendar year after your transaction date, based on the quarter of the year your transaction date falls in. The expiry date will fall on the last day of the month.

For illustrative purposes:

Period Earned	Expiry Date
1 Jan 2024 - 31 Mar 2024	31 Mar 2025
1 Apr 2024 - 30 Jun 2024	30 Jun 2025
1 Jul 2024 - 30 Sep 2024	30 Sep 2025
1 Oct 2024 - 31 Dec 2024	31 Dec 2025
1 Jan 2025 - 31 Mar 2025	31 Mar 2026
1 Apr 2025 - 30 Jun 2025	30 Jun 2026
1 Jul 2025 - 30 Sep 2025	30 Sep 2026
1 Oct 2025 - 31 Dec 2025	31 Dec 2026

28. How long does it take for Changi Rewards points and STAR\$® to be reflected in my accounts?

- **Changi Rewards members only** – If you are a member of Changi Rewards only, Changi Rewards points will be awarded into your account immediately at the point of purchase when you scan your Changi Rewards e-Card. Do note that Changi Rewards points are available for redemption only after seven (7) calendar days from the time they were first earned on a purchase transaction. For example, if you made a qualifying purchase on 1 August 2025, the points earned can only be redeemed from 8 August 2025 onwards.
- **CapitaStar members only** – You must link your account with Changi Rewards before you make a purchase in order to earn STAR\$® as scanning of receipt is discontinued from 8 July 2025.

- **Members of both programmes and who have linked their accounts** – If you are a member of both Changi Rewards and CapitaStar programmes, Changi Rewards points will be awarded* when you scan your Changi Rewards e-Card at point of purchase. STAR\$® will be automatically awarded to your CapitaStar account.
**Seven (7) days holding period for Changi Rewards points apply.*

29. My STAR\$® are not reflected on my account. What should I do?

you may contact CapitaStar at +65 6631 9931 or may contact CapitaStar via the Feedback Form (<https://www.capitastar.com/sg/en/contact-us.html>).

30. My Changi Rewards points are not awarded into my account. What should I do?

You may contact us via the 'Feedback Form' (<https://www.changiairport.com/en/rewards/feedback.html>)

31. What happens to my rewards if I refund the items purchased?

Changi Rewards points earned on the purchases will be deducted from your account accordingly.

32. How do I check my Changi Rewards points and STAR\$® balance and transactions?

- **Changi Rewards** – You may check your Changi Rewards points using the [Changi App](#) to log-in to your member's portal at <https://www.changiairport.com/en/rewards.html> . Points balance will also be printed at the bottom of the purchase receipt if you present your Changi Rewards e-Card upon purchase at any participating outlets in Jewel or Changi Airport. Only points accumulated in that programme year will be reflected on the receipt.
- **CapitaStar** – You may check your STAR\$® balance and transaction history using the CapitaStar App or on CapitaStar website at www.capitastar.com.sg.

33. What happens to my points if I cancel my membership?

All benefits from either programmes will cease immediately and all Changi Rewards points/STAR\$® earned will be forfeited.

VOUCHERS ACCEPTANCE IN JEWEL

34. Are CapitaLand's vouchers accepted in Jewel?

Accepted	Not Accepted
 eCapitaVoucher	 Physical CapitaVoucher

35. Are Changi Rewards' e-Vouchers or vouchers issued by Changi Airport Group accepted in Jewel?

Accepted	Not Accepted
 Changi Rewards Changi e-Voucher <u>Flexi</u>	 Changi Rewards e-Voucher  Changi Dollar Voucher  Changi Gift Card

36. What is Changi Rewards Changi e-Voucher Flexi?

Changi Rewards Changi e-Voucher Flexi is a digital version of a cash voucher that you may use your Changi Rewards points to redeem and use at all participating outlets in both Jewel and Changi Airport.

37. What is the difference between Changi Rewards Changi e-Voucher Flexi and Changi Rewards e-Voucher?

Changi Rewards Changi e-Voucher Flexi can be used at all participating outlets in both Jewel and Changi Airport. Changi Rewards Changi e-Voucher can be used at all participating outlets in Changi Airport Main Terminals only.

38. How many points do I need to redeem Changi Rewards Changi e-Voucher Flexi?

You may redeem a S\$5 Changi Rewards Changi e-Voucher Flexi with every 1,500 Changi Rewards points. Changi Rewards Changi e-Voucher(s) Flexi come in denominations of S\$5.

39. Where do I redeem Changi Rewards Changi e-Voucher Flexi using my points?

Login to your Changi App, below your name, select 'Redeem', scroll down to select "Redeem Points", under categories select "Changi Rewards e-Vouchers" and select "Changi Rewards Changi e-Voucher Flexi". Select the redemption quantity that you want and proceed. The minimum amount per redemption is \$5.

Your redeemed Changi e-Voucher Flexi will automatically be accepted and loaded onto "My Rewards".

Alternatively, you may redeem Changi Rewards Changi e-Voucher Flexi through the Rewards Catalogue on the Changi Rewards [website](#).

40. How many Changi Rewards Changi e-Voucher(s) Flexi can I redeem?

There is no limit to the number of Changi Rewards Changi e-Voucher(s) Flexi you can redeem. However, the aggregate value of Changi Rewards Changi e-Voucher(s) Flexi and e-Voucher(s) held in your Changi Rewards account cannot at any time exceed S\$1,000.

If you have S\$1,000 of Changi Rewards Changi e-Voucher(s) Flexi and e-Voucher(s) in your Changi Rewards account, you can only redeem more Changi Rewards Changi e-Voucher(s) Flexi or e-Voucher(s) (using your Changi Rewards points) after you have reduced the amount of Changi Rewards Changi e-Voucher(s) Flexi or e-Voucher(s) in your account. You can do this by utilizing the Changi Rewards Changi e-Voucher(s) Flexi and e-Voucher(s) in your account at any participating outlets.

41. What is the validity of Changi Rewards Changi e-Voucher Flexi?

Changi Rewards Changi e-Voucher(s) Flexi will expire 1 year from the month of redemption.

42. How do I utilize my Changi Rewards Changi e-Voucher(s) Flexi?

Simply present your **Changi Rewards e-Card** prior to making payment and inform the respective store assistant that you will be using Changi Rewards Changi e-Voucher(s) Flexi to offset your payment. The store assistant will then use the Changi e-Voucher(s) Flexi to offset the final payment amount.

43. Where can I utilise my Changi Rewards Changi e-Voucher Flexi at Jewel?

For the list of participating outlets that accept Changi Rewards Changi e-Voucher Flexi, kindly visit <https://www.changiairport.com/en/rewards/faq.html>.

44. Who shall I contact for more queries on Changi Rewards Changi e-Voucher Flexi? You may contact Changi Rewards via the 'Feedback Form' (<https://www.changiairport.com/en/rewards/feedback.html>)

ECAPITAVOUCHER

45. What is eCapitaVoucher?

eCapitaVoucher is a digital form of CapitaVoucher which is made available through the CapitaStar App. CapitaStar members can use your STAR\$® to redeem eCapitaVoucher or purchase them using American Express local credit cards, VISA or NETSPAY on CapitaStar App. eCapitaVoucher is available for redemption using STAR\$® - for every 5,000 STAR\$®, members can redeem for S\$5 eCapitaVoucher.

46. How do I utilise my eCapitaVoucher?

When you login on your CapitaStar App, you will be able to see your total available balance on the home page. Simply tap on "Pay" and scan the merchant's QR code to enter the amount that you want to use. Slide to pay and your transaction is completed!

The maximum amount of eCapitaVoucher you can utilise at every single transaction is \$1,000. If you have any balance payment, proceed to pay according to the merchant's available payment mode.

47. What is the validity of eCapitaVoucher?

eCapitaVoucher are valid for use one (1) year from the date of purchase or redemption. When sent as a gift, the 1-year validity will commence from the purchase date and not the date the vouchers are accepted by the recipient.

48. Where can I utilise my eCapitaVoucher at Jewel?

For the list of participating outlets that accept eCapitaVoucher, kindly visit www.rewards.jewelchangiairport.com.

49. Where can I review my usage of eCapitaVoucher on the CapitaStar App?

Upon launching the CapitaStar App, tap on "Activity" at the bottom of your screen and select "eCapitaVoucher" to access your transaction history which includes eCapitaVoucher purchases, eCapitaVoucher redemptions using STAR\$®, eCapitaVoucher used at merchants and expired eCapitaVoucher (if any).

50. Who shall I contact for more queries on eCapitaVoucher?

You may contact CapitaStar at +65 6631 9931 or may contact CapitaStar via the Feedback Form (<https://www.capitastar.com/sg/en/contact-us.html>).

CONTACT DETAILS

51. Where can I learn more about the Changi Rewards Programme?

For more information, visit <https://www.changiairport.com/en/rewards/faq.html>. For further enquiries, you may contact us via the 'Feedback Form' (<https://www.changiairport.com/en/rewards/feedback.html>)

52. Where can I learn more about CapitaStar Rewards Programme?

For enquiries on CapitaStar programme, you may visit <https://www.capitastar.com> or contact CapitaStar at +65 6631 9931 or may contact CapitaStar via the Feedback Form (<https://www.capitastar.com/sg/en/contact-us.html>).