

## JEWEL DOUBLE REWARDS FREQUENTLY ASKED QUESTIONS

### ABOUT DOUBLE REWARDS PROGRAMME

#### 1. What is Jewel Double Rewards?

- Jewel Double Rewards is an exclusive rewards programme at Jewel Changi Airport (Jewel).
- If you are a member of Changi Rewards or CapitaStar programme, you can earn Changi Rewards points or STAR\$® respectively when you shop and dine at the participating outlets in Jewel.
- If you are a member of both programmes, you can earn double rewards (i.e. both Changi Rewards points and STAR\$®) in a single transaction. 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, except employees of appointed agencies, front-line staff of retail and F&B tenants and their immediate family. Immediate family refers to spouse, children, parents, parents-in-law and siblings. Applicants must be 16 years and above at the time of card 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?

<b>Changi Rewards</b>	<p><b>Step 1:</b> Login to iChangi app  using your OneChangi ID and password</p> <p><b>Step 2:</b> Click on “My Profile” and select “My Changi Rewards”. Click on  next to your username</p> <p><b>Step 3:</b> Enter your CapitaStar registered mobile number and click on “Submit” to complete linking#</p>
<b>CapitaStar</b>	<p><b>Step 1:</b> Login to CapitaStar App  using your registered mobile number and password</p> <p><b>Step 2:</b> Click on  on the top left of the home screen and select “Partner Perks”. Click on Jewel Double Rewards banner</p> <p><b>Step 3:</b> Enter your Changi Rewards registered email address and click on “Link Membership” to complete linking#</p>

#Linking of accounts only needs to be done on either the iChangi 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 iChangi 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 email [enquiry@changiairport.com](mailto:enquiry@changiairport.com) or contact Changi Contact Centre at +65 6595 6868.
- **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 email [retail@capitaland.com](mailto:retail@capitaland.com).

**7. What are the membership tiers available?**

- **Changi Rewards** – The programme offers three tiers of membership: (i)Member; (ii)Gold; and (iii)Platinum. You can enjoy more benefits as you get upgraded to the next membership tier. No 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 (Gold tier) and S\$8,000 (Platinum tier) 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 but an annual fee may be charged at such rate and to be paid in such manner as they may determine, in the sole discretion of CapitaStar.

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 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.
- 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 iChangi App or CapitaStar App.
- If you are a member of Changi Rewards and CapitaStar but did not link your accounts, please scan your Changi Rewards e-card at the point of purchase and upload the same receipt via the CapitaStar App no later than the next day of purchase.

**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
- **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.
- Example:

Spend in Jewel (non-groceries/non-food court purchases)	Changi Reward points awarded – Basic / Gold / Platinum	STAR\$® awarded
S\$10	10 / 20 / 60 points	50 STAR\$®
S\$109	100 / 200 / 600 points	545 STAR\$®
S\$238.60	230 / 460 / 1,380 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\$®?**

Yes, you can continue to earn STAR\$® when you spend at the participating outlets in Jewel. To earn STAR\$®, please snap and upload your receipt via the CapitaStar App no later than the next day of purchase.

**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\$®?**

You do not need to upload your receipts on the CapitaStar App if you are a member of both Changi Rewards and CapitaStar programmes and have linked both accounts. Simply scan your Changi Rewards e-card at the point of purchase to earn Changi Rewards points and STAR\$® will be automatically awarded.

**16. Do I enjoy 1.5X STAR\$® when I spend in Jewel if I am an existing PAssion Card-CapitaStar member?**

PAssion Card-CapitaStar programme is not applicable in Jewel.

**17. Do I enjoy 2X STAR\$® on my birthday month when I spend in Jewel?**

CapitaStar’s Birthday Bonus programme is applicable in Jewel. You can enjoy 2X STAR\$® for the 1<sup>st</sup> successful transaction on your birthday month when you spend at the participating outlets in Jewel.

**18. What are the transaction receipts that will not earn Jewel Double Rewards?**

S/N	Transaction receipts that will NOT be accepted
1	Apple store
2	Hotels, i.e. YOTELA/R Singapore Changi Airport
3	Jewel Attractions tickets
4	Changi Experience Studio tickets
5	Changi Gift Shop
6	Banks / ATMs / Money Changers / Financial Services
7	SISTIC / AXS / SAM payments
8	Cash Card / Stored Value Cards Top-Up transactions
9	Temporary vendors at promotional spaces, e.g. Jewel Atrium, Cloud9 Piazza and pop-up stores
10	Lounges, passenger meeting services counters, left luggage service counters, tour and travel services
11	Online purchases
12	Car rental services, airport shuttle and transportation counters
13	Tobacco products

**19. 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** – You can accumulate up to 340,000 Changi Rewards points per programme year.
- **CapitaStar** – You can accumulate up to 5,000 STAR\$® per day.

**20. 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\$®)?**

Yes, you are still able to earn both Changi Rewards points and STAR\$®.

- To earn Changi Rewards points, present your Changi Rewards e-card at the point of purchase
- To earn STAR\$®, upload the receipt via the CapitaStar App no later than the next day of purchase.
- To earn double rewards seamlessly, you need to link both your Changi Rewards and CapitaStar accounts prior to making the transaction.

**21. 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.changiirewards.comfeedback.aspx> or email to [enquiry@changiairport.com](mailto:enquiry@changiairport.com), within 7 days from date of transaction.
- **CapitaStar** – snap and upload the receipt via the CapitaStar App no later than the next day of purchase to earn STAR\$®. For example, purchases made on 1<sup>st</sup> December 2019, receipts must be submitted not later than 2<sup>nd</sup> December 2019, 11:59pm.

**22. Will Sure-Win Tokens be issued for transactions made in Jewel?**

- Yes, Changi Rewards members will receive one (1) Sure-Win Token with a minimum spend of S\$30 nett in a single receipt during the Sure-Win Game period.
- The Game Token will be issued immediately after a qualifying transaction has been made.
- The Game Token must be redeemed within three (3) months from the date of issuance.
- Each Game Token can only be used once.

**23. Will Changi Rewards members enjoy 7% 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** – e-Voucher (available for use in Changi Airport only), exclusive items or offers under Changi Rewards’ redemption catalogue (physical items to be redeemed at Changi Rewards Booth in Terminal 3, Basement 2), or conversion to Singapore Airlines KrisFlyer miles.
- **STAR\$®** – CapitaVoucher/eCapitaVoucher for use in the participating CapitaLand Malls only (physical CapitaVoucher to be redeemed at the participating CapitaLand Malls’ Concierge Counters). 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.

**26. Will my spend in Jewel qualify for Changi Rewards’ Gold tier parking privileges?**

Spend in Jewel is not applicable for redemption of Changi Rewards’ parking privileges.

**27. When do my points expire?**

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

- **Changi Rewards** – Changi Rewards points for the current programme year are to be redeemed by 30 June of the following year. Any unredeemed points will be forfeited. For example, any points earned in the current programme year from 1 April 2019 to 31 March 2020 will have to be redeemed by 30 June 2020.
- **CapitaStar** – STAR\$® will expire one calendar year after, based on the quarter of the year your transaction date falls in. The expiry date will fall on the last day of the month.

Example:

Period Earned	Expiry Date
1 Jan 2019 - 31 Mar 2019	31 Mar 2020
1 Apr 2019 - 30 Jun 2019	30 Jun 2020
1 Jul 2019 - 30 Sep 2019	30 Sep 2020
1 Oct 2019 - 31 Dec 2019	31 Dec 2020

**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<sup>st</sup> December 2019, the points earned can only be redeemed from 8<sup>th</sup> December 2019 onwards.
- **CapitaStar members only** – Receipts will be processed within 3 days of your submission and STAR\$® will be reflected in your account summary immediately upon approval.
- **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 Customer Service line at +65 6631 9931 or email [retail@capitaland.com](mailto:retail@capitaland.com)

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

You may email [enquiry@changiairport.com](mailto:enquiry@changiairport.com) or contact Changi Contact Centre at +65 6595 6868.

**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 iChangi App or log-in to your member’s portal at <https://rewards.changiairport.com/>. 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](http://www.capitastar.com.sg).

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

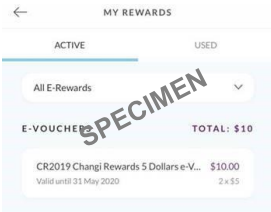

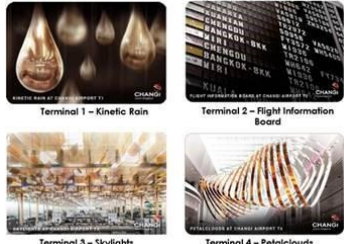
All benefits from either programmes will cease immediately and all Changi Rewards points/STAR\$® earned will be forfeited.

[VOUCHERS ACCEPTANCE IN JEWEL](#)

**34. Are CapitalLand’s vouchers accepted in Jewel?**

Accepted	Not Accepted
<p>✓</p>  <p>eCapitaVoucher (only available on the CapitaStar App)</p>	<p>✗</p>  <p>Physical CapitaVoucher</p>

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

Accepted	Not Accepted
	<p><b>X</b></p>  <p>Changi Rewards eVoucher (coming soon)</p>  <p>Changi Dollar Voucher</p>  <p>Changi Gift Card</p>

[ALL ABOUT ECAPITAVOUCHER](#)

**36. 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 or NETSPAY on CapitaStar App.

**37. What is the difference between eCapitaVoucher and Physical CapitaVoucher?**

eCapitaVoucher is the digital form of CapitaVoucher available to purchase or accept via CapitaStar App. eCapitaVoucher is available for redeem using STAR\$® - for every 5,000 STAR\$®, members can redeem for S\$5 eCapitaVoucher. Physical CapitaVoucher is the physical form of CapitaVoucher available in S\$5, S\$10 and S\$50 denomination.

**38. Where do I redeem eCapitaVoucher using my STAR\$®?**

With sufficient STAR\$® to redeem eCapitaVoucher (from 5,000 STAR\$®), simply login to your CapitaStar App, select eCapitaVoucher deal under "See All" deals listing. Scroll to the right on the top navigation bar and tap on "eCapitaVoucher". Select the redemption quantity that you want and proceed. The minimum amount per redemption is \$5, and maximum amount is \$500. Your redeemed eCapitaVoucher will automatically be accepted and loaded onto "My Vouchers->eCapitaVoucher". Any eCapitaVoucher redeemed using STAR\$® will be loaded into "My Vouchers->eCapitaVoucher" is for self-use only and cannot be gifted to any other person.

**39. What is the validity of eCapitaVoucher?**

Each eCapitaVoucher is valid for use only during the period commencing on the date of its purchase and ending one (1) year from the date of its purchase. Expiry will start upon date of purchase and not from date of accepting into “My Vouchers -> eCapitaVoucher”.

**40. How do I utilize my eCapitaVoucher?**

Simply login to your CapitaStar App, go to “My Vouchers>eCapitaVoucher”, select “Use Now” and enter the amount that you want to use under your eCapitaVoucher balance. The maximum amount of eCapitaVoucher you can utilise at every one time is \$995. Once confirmed, a QR Code/ Barcode will appear. Show it to the merchant to scan. Once merchant has scanned the QR Code/ Barcode and confirmed, your eCapitaVoucher value will be successful utilized. If you have any balance payment, proceed to pay according to each merchant’s available payment mode.

**41. Where can I utilize my eCapitaVoucher at Jewel?**

For the list of participating outlets that accept eCapitaVoucher, kindly visit [www.jewelchangiairport.com/en/promotion/eCapitaVoucher.html](http://www.jewelchangiairport.com/en/promotion/eCapitaVoucher.html).

**42. How can I view the total amount of eCapitaVoucher that I have?**

On the bottom right side of the CapitaStar App, select “Vouchers” and select “eCapitaVoucher”, you can see the total value of eCapitaVoucher that you have available to use.

**43. How do I see the transactions I have made using eCapitaVoucher?**

Select “History” from the top left navigation of the CapitaStar App. You can see all your transaction history which include eCapitaVoucher purchases, eCapitaVoucher redemptions using STAR\$®, eCapitaVoucher used at merchants and expired eCapitaVoucher (if any).

**44. Who shall I contact for more queries on eCapitaVoucher?**

Send in your enquiry at [capitavoucher@capitaland.com](mailto:capitavoucher@capitaland.com) or call +65 6631 9931.

[CONTACT DETAILS](#)

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

For enquiries on the Changi Rewards programme, you may email [enquiry@changiairport.com](mailto:enquiry@changiairport.com) or contact Changi Contact Centre at +65 6595 6868.

**46. Where can I learn more about CapitaStar Rewards Programme?**

For enquiries on CapitaStar programme, you may visit <https://www.capitastar.com> or contact CapitaStar Customer Service line at +65 6631 9931 or email [retail@capitaland.com](mailto:retail@capitaland.com).