

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).
- 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 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 profile. Click on  next to your username 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 email 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.

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. 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.
- 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.
- 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 – Member / 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 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 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 1st successful transaction on your 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	KCUTS
3	Hotels, i.e. YOTELA/R Singapore Changi Airport
4	Servicing charges from Dyson Demo Store Service Centre
5	Gift by Changi Airport
6	Online purchases, including website or app ticket purchases for Jewel Attractions and Changi Experience Studio
7	All voucher purchases, e.g. Jewel vouchers, tenant vouchers, eCapitaVoucher
8	Banks / ATMs / Money Changers / Financial Services
9	SISTIC / AXS / SAM payments
10	Cash Card / Stored Value Cards Top-Up transactions/ iTunes Gift Card
11	Temporary vendors at promotional spaces, e.g. Jewel Atrium, Cloud9 Piazza and pop-up stores, pushcarts/kiosks and vending machines
12	Lounges, passenger meeting services counters, left luggage service counters, tour and travel services
13	Cars rental/ polishing services, airport shuttle and transportation counters
14	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.
- **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\$®)?

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.

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.changirewards.comfeedback.aspx> or email to 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 1st August 2023, receipts must be submitted not later than 2nd August 2023, 11:59pm.

23. Will Changi Rewards members enjoy 8% 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, eCapitaMall and Capita3Eats. 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 2022 to 31 March 2023 will have to be redeemed by 30 June 2023.
- **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 2022 - 31 Mar 2022	31 Mar 2023
1 Apr 2022 - 30 Jun 2022	30 Jun 2023
1 Jul 2022 - 30 Sep 2022	30 Sep 2023
1 Oct 2022 - 31 Dec 2022	31 Dec 2023

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 2022, the points earned can only be redeemed from 8 August 2022 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

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

You may email 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 [Changi 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.

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
<p>✓</p>  <p>eCapitaVoucher</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>✓</p>  <p>Changi Rewards Changi e-Voucher <u>Flexi</u></p>	<p>✗</p>  <p>Changi Rewards e-Voucher</p>  <p>Changi Dollar Voucher</p>  <p>Changi Gift Card</p>

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 for, 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 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 outlet assistant that you would be using Changi Rewards Changi e-Voucher(s) Flexi to offset your payment. The outlet assistant will then use the Changi e-Voucher(s) Flexi to offset final payment amount.

43. Where can I utilize 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 www.rewards.jewelchangiairport.com.

44. Who shall I contact for more queries on Changi Rewards Changi e-Voucher Flexi?

You may write in to enquiry@changiairport.com or call +65 6595 6868.

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 utilize 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 utilize 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?

Send in your enquiry at capitavoucher@capitaland.com or call +65 6631 9931.

CONTACT DETAILS

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

For more information, visit <https://rewards.changiairport.com/en/faq.html>. For further enquiries, you may email enquiry@changiairport.com or contact Changi Contact Centre at +65 6595 6868.

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 Customer Service line at +65 6631 9931 or email retail@capitaland.com.