

JEWEL DOUBLE REWARDS PROGRAMME FAQ

1. What is Jewel Double Rewards Programme?

- Jewel Double Rewards programme is an exclusive rewards programme at Jewel Changi Airport (Jewel).
- If you are a member of Changi Rewards or CapitaStar programmes, you can earn Changi Rewards points or STAR\$[®] respectively when you shop and dine at participating outlets in Jewel.
- If you are a member of both programmes, you will earn double rewards (i.e. both Changi Rewards points and STAR\$[®]) in a single transaction at participating outlets in Jewel. This is a first for any property in Singapore.

2. What are the benefits of Jewel Double Rewards Programme?

- For every qualifying transaction 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 Changi Rewards points and STAR\$[®] with every qualifying transaction made at participating outlets in Jewel. Earning the points is simple once both your Changi Rewards and CapitaStar accounts are linked:
 - Scan your Changi Rewards e-card at the point of transaction to earn Changi Rewards points
 - STAR\$[®] will be automatically awarded to your CapitaStar account

3. Who can join the Jewel Double Rewards Programme?

- To enjoy the benefits of the Jewel Double Rewards Programme, you must be a member of Changi Rewards and/or CapitaStar programmes.
- **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?

- **Changi Rewards:**
 - Step 1: Login to iChangi App using your OneChangi ID and password.
 - Step 2: Click on "My Profile" and select "My Changi Rewards". Click on the *pencil icon* 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 the *menu icon* on the top left of the home screen and select "Partner Perks".
 - Step 3: Enter your Changi Rewards registered email address and click on "Link Membership" to complete linking.

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

Almost instantly! Once you have successfully linked your Changi Rewards and CapitaStar accounts via the iChangi app or the CapitaStar app, you can start enjoying 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 the Changi Rewards Customer Service hotline 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 ask_us@capitastar.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 Member tier status. 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 purchases at 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, an annual fee for membership may be charged at such rate and to be paid in such manner as they may determine, in the sole discretion of CapitaStar.

EARNING POINTS

10. Are there any differences in the earn rate for Changi Rewards and CapitaStar Programmes when I spend in Jewel?

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

- **Changi Rewards** (applicable to 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 participating outlets in Jewel.

11. If I do not have a Changi Rewards membership 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.

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

- Yes, you can continue to earn Changi Rewards points when you spend at participating outlets in Jewel. To earn Changi Rewards points, you will need to scan your Changi Rewards e-card at point of transaction.

13. 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?

- Yes, you can earn both Changi Rewards points and STAR\$® for every qualifying transaction made at participating outlets in Jewel when you are a member of both Changi Rewards and CapitaStar programmes.
- If your Changi Rewards and CapitaStar accounts are linked, you will be able to earn double rewards simply by scanning your Changi Rewards e-card at point of transaction and STAR\$® will be automatically awarded to your CapitaStar account. You can link both your accounts either via the iChangi app or the 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 point of transaction and upload the same receipt via the CapitaStar App no later than the next day of purchase.

Example

Spend in Jewel (non-groceries/food 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 to earn Changi Rewards points is rounded down to the nearest S\$10.*
- *CapitaStar: Cumulative spend to earn STAR\$® is rounded down to the nearest S\$1.*

14. Do I still 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.
- You will earn Changi Rewards points at the point of transaction when you scan your Changi Rewards e-card and STAR\$® will be automatically awarded to your CapitaStar account.

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

PAssion Card-CapitaStar member promotion is not applicable at Jewel.

16. Do I still enjoy 2X STAR\$® for the 1st successful transaction 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 participating outlets in Jewel.

17. What type of transactions are not eligible for earning of Changi Rewards points and STAR\$® at Jewel?

S/N	Type of transactions NOT accepted
1	Bank / ATM/ Money Changer / Financial Services
2	SISTIC, AXS / SAM payments
3	Cash Card / Stored Value Cards Top-Up transactions
4	Temporary vendors at promotional spaces, i.e. Atrium and Event Plaza
5	Lounges, Passenger meeting services counters, left luggage service counters, tour and travel services
6	Hotels, i.e. YOTELAIR Singapore Changi Airport
7	Online Purchases
8	Car rental services, airport shuttle and transportation counters
9	Jewel attractions tickets
10	Changi Experience Studio tickets
11	Tobacco products

18. Is there a minimum amount I must spend before I can earn points from both Changi Rewards and CapitaStar?

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

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 at Jewel before linking my Changi Rewards and CapitaStar accounts, can I still earn both 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 transaction
- 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 present my Changi Rewards e-card upon payment at Jewel?

- If you are a member on both Changi Rewards and CapitaStar programmes and have linked your accounts, you may submit a scanned copy of your receipts to enquiry@changiairport.com or Contact Us page on www.changirewards.com. Your retrospective Changi Rewards points and STAR\$[®] will be awarded based on each programme's Terms & Conditions (i.e. no more than 7 days from date of transaction for Changi Rewards and no later than the next day of purchase for CapitaStar).
- If you are a member on either Changi Rewards or CapitaStar programmes, or have not linked both your accounts, you may submit your retrospective claim requests to the respective programmes directly:
 - **Changi Rewards** - email to enquiry@changiairport.com, or contact Changi Rewards Customer Service hotline at +65 6595 6868.
 - **CapitaStar** – snap and upload the receipt via the CapitaStar App no later than the next day of purchase to earn STAR\$[®].

Example: For purchases made on 1 January 2019, receipts must be submitted not later than 2 January 2019, 11:59pm.

22. Will Sure-Win Tokens be issued for transactions at 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 .

[USE OF REWARDS](#)

24. What can I redeem with the accumulated Changi Rewards points or STAR\$[®] earned at 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 participating CapitaLand Malls only (Physical CapitaVoucher to be redeemed at 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 at Jewel.

26. Will my spend at Jewel qualify for Changi Rewards' Gold and Platinum tier parking privileges?

Spend at Jewel is not applicable for meeting the qualifying nett spend for Changi Rewards Gold and Platinum members' parking privileges.

27. Can I use Changi Dollar Vouchers / Changi Rewards Changi e-Voucher / Changi Gift Card / CapitaVoucher / eCapitaVoucher in Jewel?

These vouchers are not accepted at Jewel.

28. When do my points expire?

The expiration of Changi Rewards points and STAR\$® follows the respective reward 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 2018 to 31 March 2019, will have to be redeemed by 30 June 2019.
- **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

29. 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 transaction 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 1st July 2019, the points earned can only be redeemed from 8th July 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 transaction. STAR\$® will be automatically awarded to your CapitaStar account.

**Seven (7) days holding period for Changi Rewards points apply.*

30. My Changi Rewards points are awarded into my account but my STAR\$® are not awarded. What should I do?

You may contact CapitaStar Customer Service line at +65 6631 9931 or email ask_us@capitastar.com

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

You may email enquiry@changiairport.com or contact Changi Rewards Customer Service hotline at +65 6595 6868.

32. 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.

33. 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 on www.changirewards.com/login. 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.

34. 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.

[CONTACT DETAILS](#)

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

For enquiries on the Changi Rewards programme, you may email enquiry@changiairport.com or contact Changi Rewards Customer Service hotline at +65 6595 6868.

36. 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 ask_us@capitastar.com.