

Esso tile on DBS PayLah! FAQ

How do I sign up?

Simply login to your DBS PayLah! app and click on the Esso tile. You will be asked to complete a registration form and all mandatory details must be provided in order to register and be issued with an Esso Smiles digital card.

What are the key features of the Esso tile?

Upon successful registration, you will instantly be issued with an Esso Smiles digital card which you can use to earn points on qualifying transactions. You will also get access to your transaction history.

What is the Esso Smiles digital card?

This is a digital version of the Esso Smiles (physical) card which is currently only available for Esso tile on DBS PayLah! users. The physical and digital cards can both be used to earn points on qualifying transactions and are governed by the following [T&Cs](#).

Who is eligible to sign up?

All DBS PayLah! users are eligible to sign up regardless of whether you have any existing Smiles account/card.

What happens if I am holding an Esso Smiles Card from the Private Hire (PDVL), Taxi, Bus, Last Mile or partner programmes?

You will still be eligible to register if you are a DBS PayLah! app user. Do note that any additional discounts (if applicable) from your respective programmes will only be applied if you present your physical Smiles card to the cashier.

How do I get an Esso Smiles digital card?

Simply login to your DBS PayLah! app and click on the Esso tile on the Home screen. You will be asked to complete a registration form and all mandatory details must be provided in order to register and be issued with an Esso Smiles digital card.

How do I earn points with my Esso Smiles digital card?

Simply present your digital card barcode to the cashier for scanning to earn points on qualifying transactions.

What if I am unable to access my digital card at the point of transaction?

If you had successfully registered for the Esso Smiles digital card, you may inform the cashier of your registered mobile number to earn points on qualifying transactions.

What happens if I already have a physical card?

Please use your existing Smiles card details during the registration process to link your accounts. Once linked, your digital and physical cards will be consolidated into a single account.

Are there any differences between the Esso Smiles physical card and digital card?

The physical and digital cards can both be used to earn points on qualifying transactions and are governed by the following [T&Cs](#).

Can I redeem points with the Esso Smiles digital card?

To redeem your points for Smiles rewards, please download the Esso App on the iOS or Google Playstores.

What should I do if I need to change my mobile number or email after registration?

Please contact our Esso Smiles Customer Service Centre at 1800-300-8888

Who should I contact if I encounter a problem with the Esso tile?

Please contact our Esso Smiles Customer Service Centre at 1800-300-8888

How do I unlink my Esso tile on DBS PayLah!?

Login to your DBS PayLah! app and click More > Manage Partner Merchants. Please note that your access to the Esso tile and the Esso Smiles digital card will no longer be available.

Must I make payment with DBS PayLah! if I am using the DBS PayLah! X Esso Webapp? No, you may make payments with any eligible payment methods that are currently accepted at the site.