

POSB Smart Buddy

Kick-start your child's
smart money habits for
the digital future



POSB, serving Singaporeans from all walks of life since 1877.



Including the young, families, seniors and the community at large.
POSB has been advocating the value of thrift and savings
as part of our brand promise as the people's bank.

1969



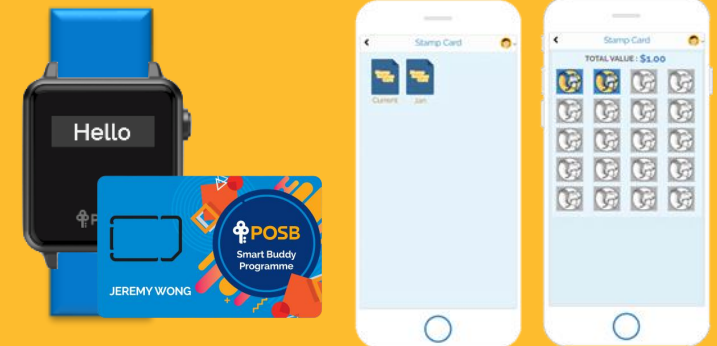

Saving
with Smiley
Squirrel
It's Funtastic!

Iconic
National School
Savings Campaign

2015



2017 - Today



Over the years, POSB has been actively engaging our younger generation.

Overview: The POSB Smart Buddy Programme

- Launched in Aug 2017, the POSB Smart Buddy Programme is the **World's First In-school Wearable Tech Programme** to enable a contactless payments ecosystem to help cultivate sensible saving and spending habits among young students.
- It has an accompanying **Smart Buddy mobile app** that allows parents to remotely manage their children's spending, savings and even set saving goals for their children, thereby helping their children cultivate saving habits in a digital and interactive way.
- The POSB Smart Buddy Programme also supports students covered under the **Financial Assistance Scheme (FAS)** providing a **unified payment solution for every student**.
- The current Smart Buddy NETS payment terminals in schools accept (1) Smart Buddy card / watch, (2) School Smart Cards, EZLink cards and selected NETS Flashpay cards, **allowing interoperability** across banks.
- The POSB Smart Buddy Programme has since **received more than 10 international awards and accolades** for innovation, seamless digital payments and excellent customer banking experience.



Accepted E-Payment options in Smart Buddy enabled Schools



Smart Buddy Terminal



Smart Buddy Card/Watch



POSB/DBS ATM Card
(with NETS Contactless logo)

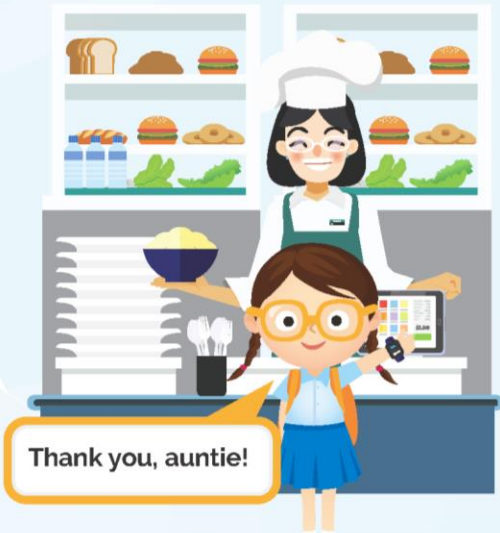
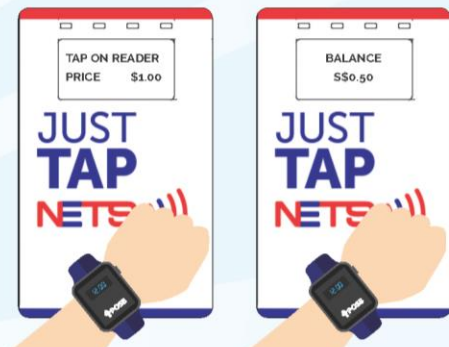


Concession Card/EZL

How does it work?



Once price is shown,
student taps to pay.
Balance will be shown too.



Easily check balance at a balance station



What are the Benefits for Parents & Kids?

Cultivate good money habits early with POSB Smart Buddy.

It lets your child

- 

Pay digitally in school (canteen and bookshop) and outside of school (NETS[®]) retailers)
- 

Track spending and savings
- 

Set savings goals

Note: The Smart Buddy card / watch is not recommended for transport use (i.e. MRT and Buses) as full adult fare will be charged.

 **Learn the concept and value of money** via discussions about allowance and savings while using the Smart Buddy mobile app.

Why parents love it



- ♥ Easy customising daily allowance
- ♥ Never miss an allowance; deducts directly from parent's account
- ♥ Unspent allowance credited directly into child's savings account
- ♥ Transactions can be monitored
- ♥ Lost card can be simply disabled
- ♥ Mobile app features useful for instilling good money habits



Why kids love it



- ♥ Tap and pay via watch or card, like grownups do
- ♥ Track money habits and keep goals on track with own login ID on the mobile app
- ♥ Steps tracker
- ♥ Heart rate monitor
- ♥ Alarms and reminders

If your child chooses not to have a Smart Buddy watch / card, Smart Buddy Terminals also accept these cashless payments. He / she will have to link them to the Smart Buddy mobile app to track in-school spending only.



School Smartcard



EZ-Link card

	Smart Buddy watch / card	School Smartcard / EZ-Link card
Disable card when lost	✔	✘
Auto-transfer child's Smart Buddy savings to their account	✔	✘
Set child's allowance with spending limit	✔	✘
Child's allowance debited from	Parent's linked bank account	Stored value in card (top-up required)
View transactions in-app (available for both parent and child access) <small>*Only transactions made on Smart Buddy terminals in school and NETS retailers outside of school would be tracked and reflected in the app. The use of Smart Buddy for transport fares (i.e. MRT / Bus) is not recommended as these non-NETS related transactions are not tracked and cannot be disabled via the app.</small>	All transactions (in and out-of-school)	Only transactions in school

 **Download the app now!**


Download on the App Store

Requires iOS 9.0 or later


GET IT ON Google Play

Requires Android 5.0 and up



The Smart Buddy Mobile App

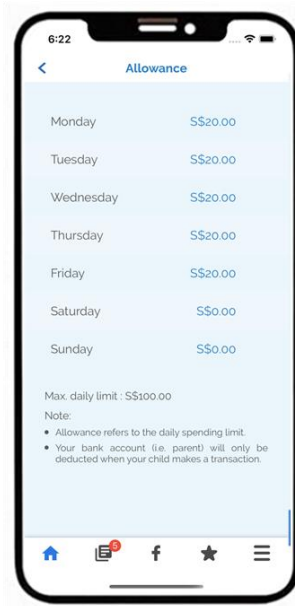
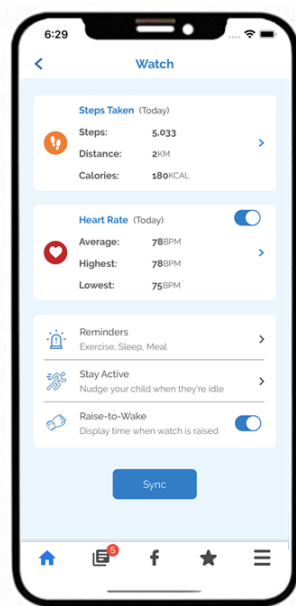
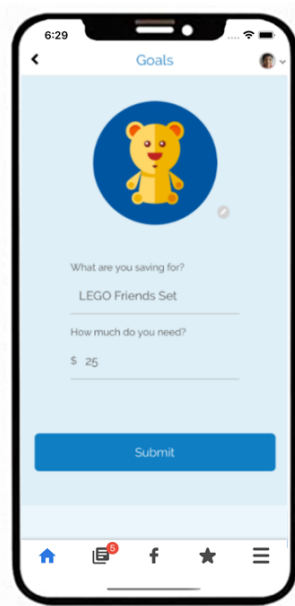
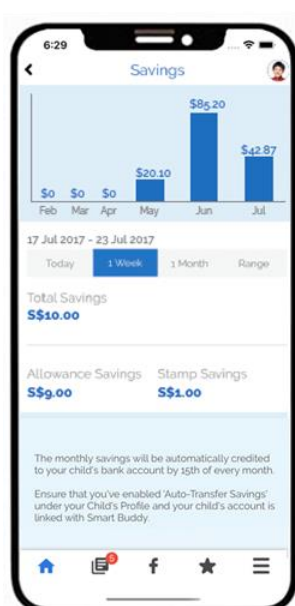
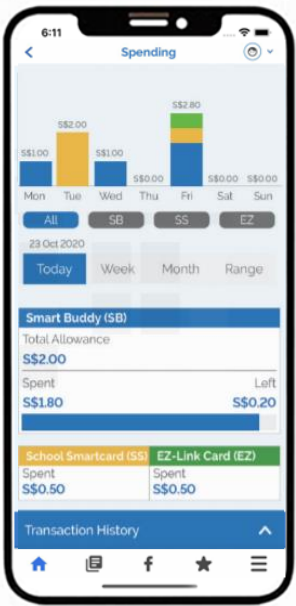
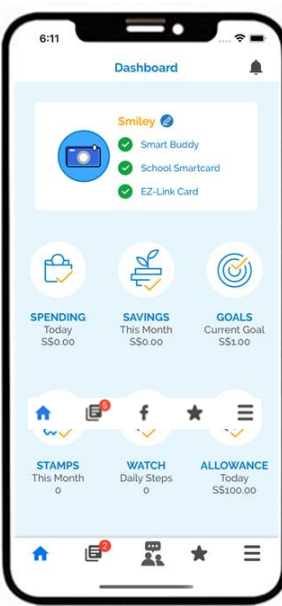
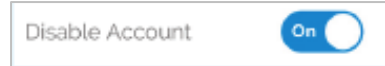
- The POSB Smart Buddy app enables parent(s) to manage their child’s daily finances and parents may create a read-only login access for their child to allow them to also view and track their spending and savings via their own mobile devices.
- The app ultimately serves as a basic personal finance tool for parents (and child) to understand basic spending and savings habits. It also allows the child to set saving goals, track their steps / heart rates and auto-sweep their monthly “savings”.
- What’s more, if the child misplaces or loses his / her smart buddy watch or card, the parent can disable the chip immediately and request for a replacement chip via various bank channels. Whereas if the child were using a School Smart Card or EZLink card, this would not be possible.



Online User Guide:

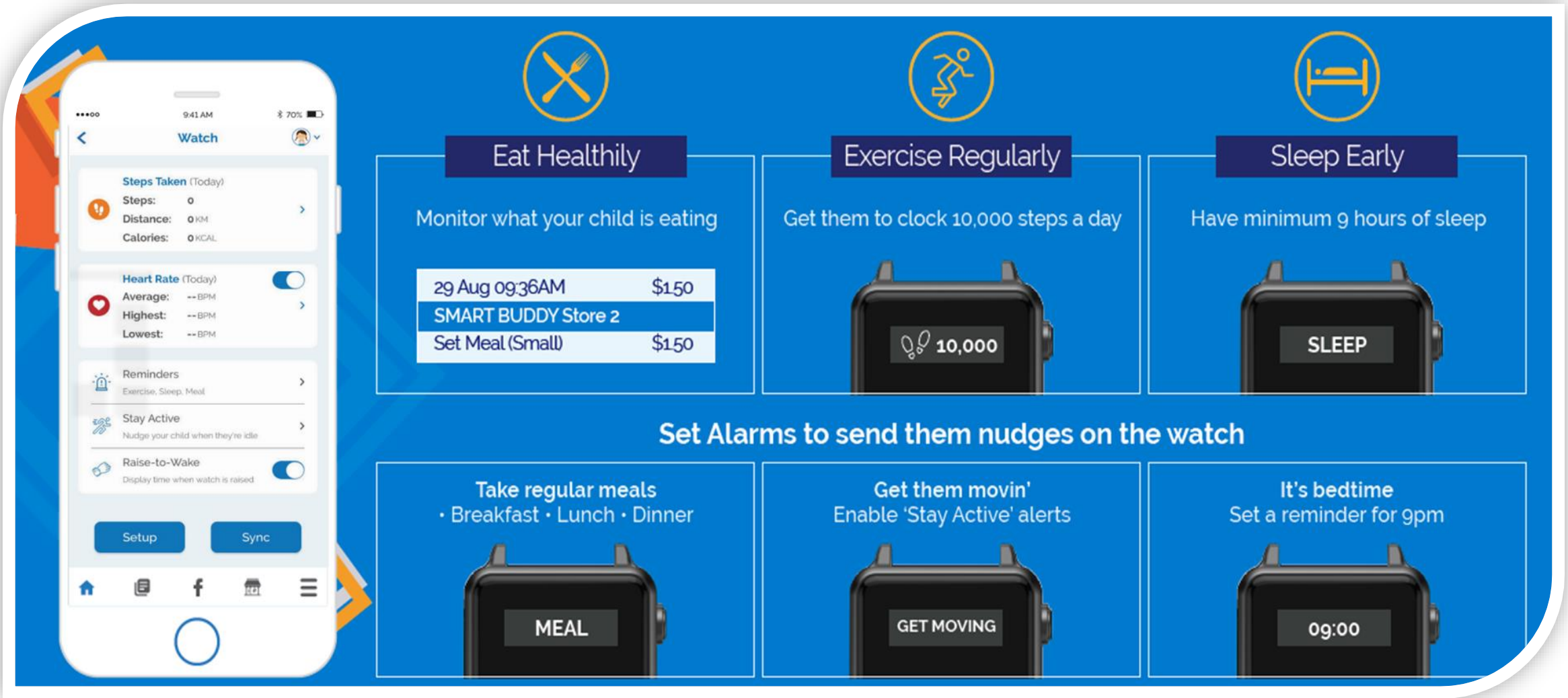
www.posb.com.sg/sbapp-guide 🔍

Some Smart Buddy app features below:



The Smart Buddy Watch

The Smart Buddy watch encourages healthy living for children and all data can be synced to the POSB Smart Buddy App.



The image displays the Smart Buddy Watch app interface on a smartphone and three smartwatch screens. The app interface includes sections for 'Steps Taken (Today)', 'Heart Rate (Today)', 'Reminders', 'Stay Active', and 'Raise-to-Wake'. The three smartwatch screens show: 1) 'Eat Healthily' with a list of items and prices, 2) 'Exercise Regularly' showing a step count of 10,000, and 3) 'Sleep Early' showing 'SLEEP' and '09:00'.

Item	Price
29 Aug 09:36AM	\$150
SMART BUDDY Store 2	
Set Meal (Small)	\$150

Set Alarms to send them nudges on the watch

- Take regular meals**
• Breakfast • Lunch • Dinner
Watch display: MEAL
- Get them movin'**
Enable 'Stay Active' alerts
Watch display: GET MOVING
- It's bedtime**
Set a reminder for 9pm
Watch display: 09:00

Register now to get started

www.posb.com.sg/sb-schools



To register for POSB Smart Buddy,

- ✓ Parents need a **POSB or DBS Savings / Current Account** (Transactions will be displayed on this account statement)
- ✓ (Optional) **My Account** for kids

The Smart Buddy Pack will be sent to your registered mailing address within 7 working days upon successful application.



Link and save

Automatically save unspent Smart Buddy allowance into your child's linked **My Account**. Don't have a **My Account** yet? Simply apply now and enjoy the following:

FREE Account Opening Gift	FREE S\$1 Gift Deposit	FREE POPULAR Membership	FREE Coin Deposit Fee	FREE Minimum Balance	FREE Edusave Award
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Apply for **My Account** now at www.posb.com.sg

Terms and conditions apply.



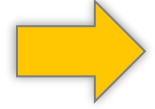
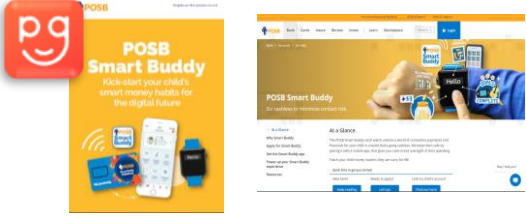
Sign up promotion: Complimentary S\$5 Flying Cape eVoucher

Simply sign up and activate your POSB Smart Buddy card / watch. Flying Cape is Singapore's largest online booking and advisory platform for all your tuition and enrichment needs. Visit Flying Cape at <https://www.flyingcape.com.sg/POSBVoucherRedemption>.

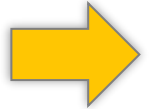
Promotion terms and conditions apply.
Promo period: 01 May 2021 to 31 December 2022.

Applying for Smart Buddy

1. Parent receives registration letter or email via school during parent onboarding or via PG. Or you can visit our Smart Buddy page online.



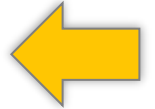
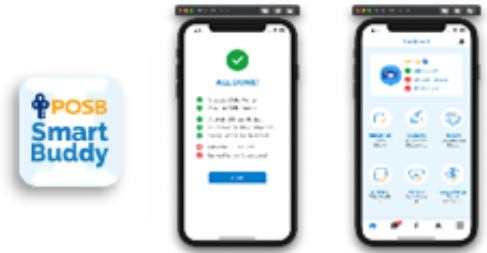
2. Parent completes Smart Buddy Application online (takes about ~2min). Can opt for Smart Buddy card / watch.



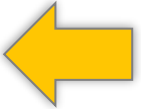
3. Parent receives Smart Buddy Welcome Pack with card / watch within 5 biz days by mail.



4. Parent downloads Smart Buddy App to activate / sync Smart Buddy card / watch.



5. Parent sets the daily allowances and gives the Smart Buddy card / watch to the child to use.

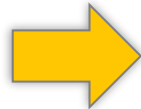
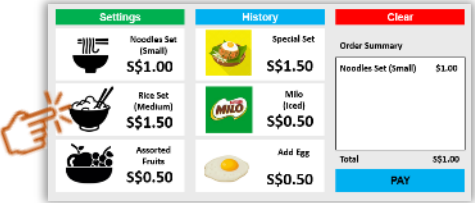


Applicable for FAS Students Only

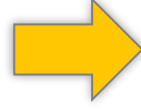
Student registers device (SB watch / card or Smart Card/EZLink) for FAS at the General Office.



6. Child goes to canteen to buy a rice set.



7. Child will see total amount before paying



8. Done! Child leaves with the rice set!



Auntie taps on rice set and presses "Pay Now".



Frequently Asked Questions (FAQs)

1. Is cash still accepted in these participating schools?

- Yes, children may opt to pay using their Smart Buddy or cash at the canteen or bookshop

2. What should I do if my child loses his/her Smart Buddy watch?

- You may temporarily disable the Smart Buddy watch by switching the "Disable Account" to "On" under your child's profile. In the event the watch is found, you may enable it again by switching the "Disable Account" to "Off".
- To permanently terminate the payment chip, you may contact POSB hotline at 1800 111 1111 and request for a replacement. There will be a fee of S\$30 for a replacement.

3. What happens if my child's Smart Buddy watch is faulty (i.e. defective, unable to charge)?

- Your child may perform a 1-to-1 exchange at Smart Buddy enabled primary school's General Office
- Alternatively, you may perform a 1-to-1 exchange at our Replacement Centre:
Smart Buddy Watch Service Centre (c/o STYL Solutions Pte Ltd)
3015A Ubi Road 1, #06-02, Singapore 408705
Operation Hours: Monday to Friday, 9.30am to 5.30pm
(Closed on Public Holidays)
***Note: Please call 6518 3127 to make an appointment prior to your visit.**
- Do remember to remove the payment chip from the faulty watch and insert it into the new watch. Thereafter, set up the new watch via the 'Watch' section on the Smart Buddy Mobile App.

4. Is the Smart Buddy app a wallet?

- No, it is not a wallet. The Smart Buddy app only provides transactional info (e.g. allowance balance, spending and saving trends etc.) and useful tips on personal finance and money matters for both parent and child.

5. Can my child enjoy concession fare rates for their MRT and bus ride, if they use the Smart Buddy card/watch?

- No. The Smart Buddy card/watch is not recommended for MRT or bus rides. All transit usage will be priced at full adult fare. Please use child's concession card or EZ-Link card for public transport.

6. Where can my child purchase new watch or watch straps?

- You can purchase online at <https://eshoppenow.com/>

You can check out our full list of FAQs at www.posb.com.sg/personal/deposits/bank-with-ease/sb-faq.page

Other Customer Service & Technical Support for Parents

Support Provided by POSB

(Pre sign-up)

Modes of communication:

- Parents Gateway App
- Direct Emails
- School's website
- Print materials

Briefing(s):

- Students' Assembly Talks
- Parents' Briefings / School roadshow

Technical Support

(Post sign-up)

Type of enquiries:

- Accounts and payment
- Mobile app / watch
- Lost / stolen device(s)

Support channels

- Email: posbsmartbuddy@db.com
- POSB Parents Online Community: www.posb.com.sg/personal/posb-parents.page
- Smart Buddy App
- Digibank Virtual Assistant
- 24/7 Call Centre
- POSB / DBS branches

Online Guides and FAQs:

- Smart Buddy website: www.posb.com.sg/smartbuddy
- Video on the Smart Buddy: <https://www.youtube.com/watch?v=h-EjfXCy9ug>
- Mobile App online guide: www.posb.com.sg/sbapp-guide
- Linkage of Child's Account and Application of My Account for child: www.posb.com.sg/sbcreditingac
- Smart Buddy Help & Support: <https://www.posb.com.sg/personal/support/banking-product.html#posb-smartbuddy>