



FAQs: Singtel and Western Union Announce Agreement on Sale of Dash

1. Why is Singtel selling Dash to Western Union? What will happen to the balance in my wallet and my transaction history? Will this affect my UOBAM Robo Invest/ Dash PET/EasyEarn policy?

In line with our Group's Singtel28 strategy to focus on our core business and competencies, we have decided that Western Union is best placed to bring Dash to the next level. Today, Dash provides payments, remittance, and other services including insurance and robo-advisory services. We believe that Western Union, an industry leader with an established global cross-border money transfer network, would be in a position to provide a more comprehensive offering to customers.

There will be no change for customers. Dash will continue to provide its existing services during this period. You can continue to pay, remit, or withdraw from your Dash wallet and retrieve your transaction history from the app. There will also be no impact to your UOBAM Robo Invest, Dash PET or Dash EasyEarn policy.

2. When will Dash's ownership be transferred from Singtel to Western Union?

The transaction is conditional and subject to regulatory approval.

3. Who can I contact if I have more questions or a customer service/transaction issue on Dash?

You can contact Dash hotline or chat with Dash via Whatsapp

4. Can I use Dash if I have an existing Western Union account?

If you are also an existing user of Dash, you can continue to use our services. All new users to Dash will need to register for an account before you can use any Dash service.