

NDCA x CapitaLand: Extended 30-minutes Free Parking Frequently Asked Questions

1. How do I enjoy the extended 30-minutes free parking grace period exclusively for NDCA members?

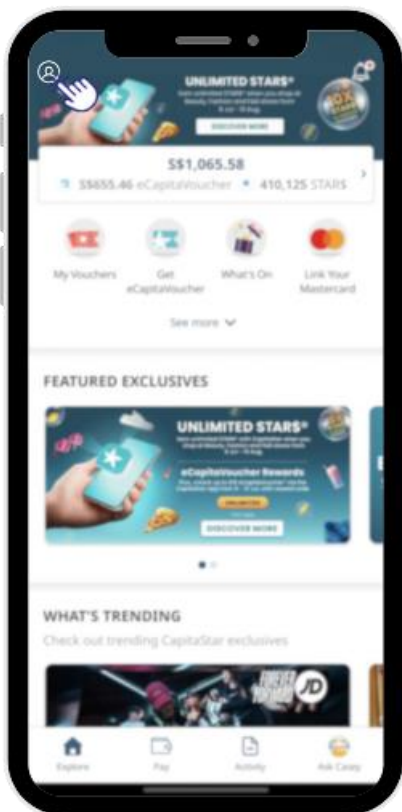
To enjoy the extended 30-minutes free parking grace period, simply follow these two steps:-

Step 1: Enter the unique code provided by NDCA via the CapitaStar App to link your NDCA membership with your CapitaStar account.

Step 2: Register your IU/OBU number in your CapitaStar member profile via the CapitaStar App.

NDCA members who successfully complete the above CapitaStar registration process via the CapitaStar App before 30 June 2026 will be eligible to enjoy the extended 30-minutes free parking grace period from 1 July 2026.

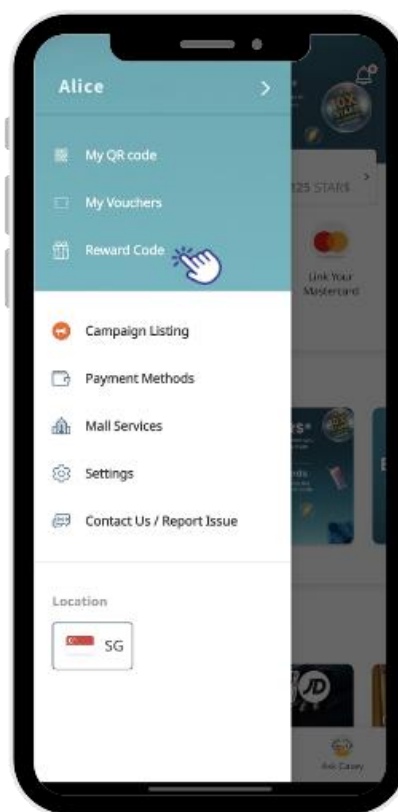
Follow the steps below to complete the registration to link your NDCA membership with your CapitaStar account:



STEP 1:

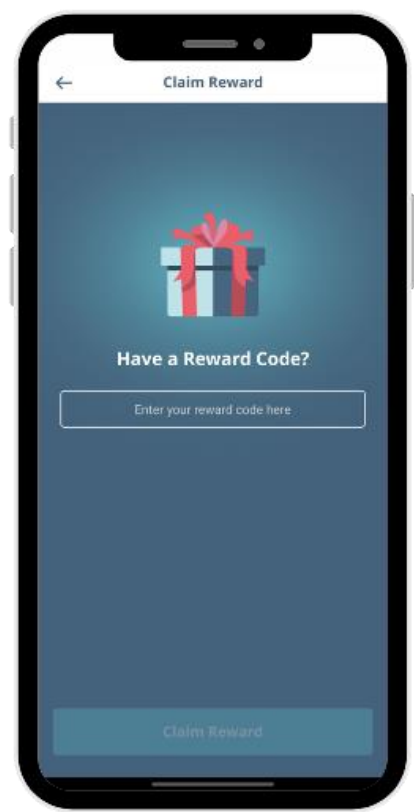
Launch the CapitaStar App.

Tap on the “Profile Icon” at top left-hand corner of the home screen.



STEP 2:

Tap on “Reward Code” from the side drawer.



STEP 3:

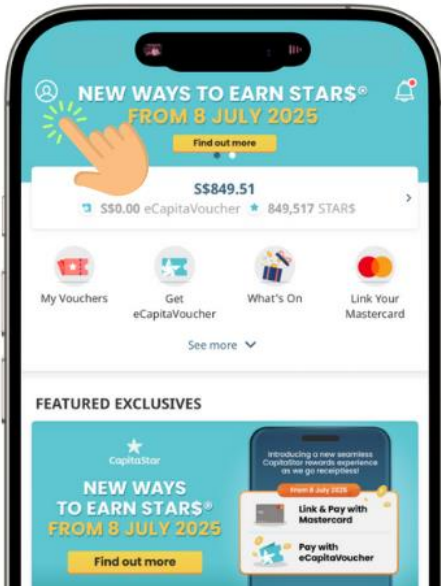
Key in the unique code provided by NDCA.

Tap on “Claim Reward” to complete.

2. How do I register my IU number or On-Board Unit (OBU) number in the CapitaStar app to enjoy the extended 30-minutes free parking grace period?

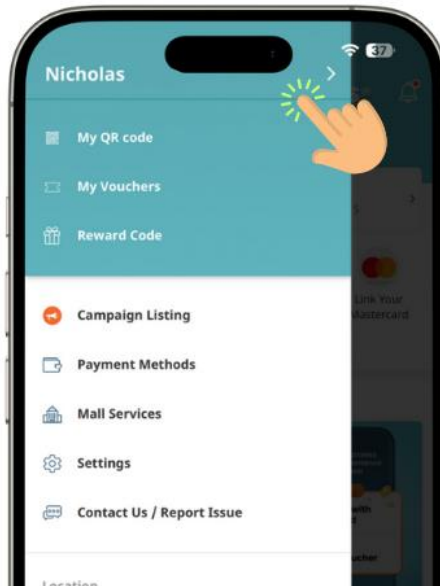
To register your In-Vehicle Unit (IU) number or On-Board Unit (OBU) number within the CapitaStar app, simply follow the steps below.

NDCA members who successfully complete the CapitaStar registration process via the CapitaStar App by 30 June 2026 will be eligible to enjoy the extended 30-minutes free parking grace period from 1 July 2026.



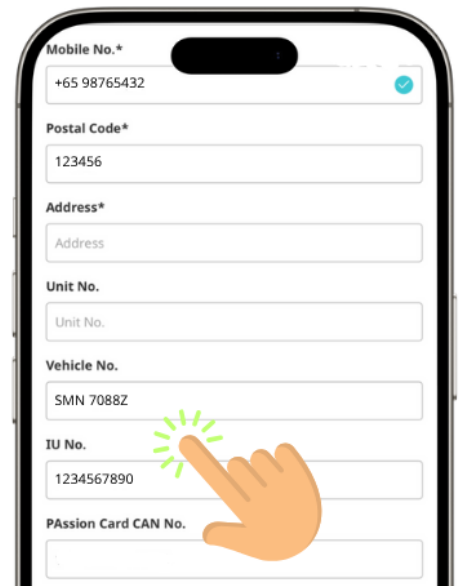
STEP 1:

Launch the CapitaStar App.
Tap on the “Profile Icon” at top left-hand corner of the home screen and tap on your registered name.



STEP 2:

On your profile page, tap on “Edit Profile”.



STEP 3:

Key in your vehicle no. and IU/OBU no.

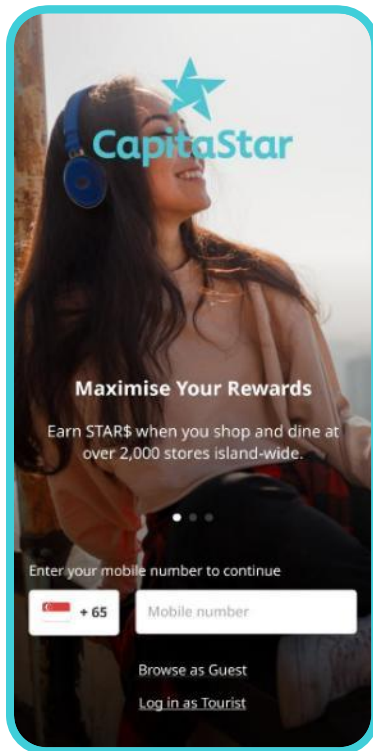
Tap on “Save Changes” to complete.

Please check that the IU/OBU no. has been entered correctly.

3. I am not a CapitaStar member yet, how do I sign up?

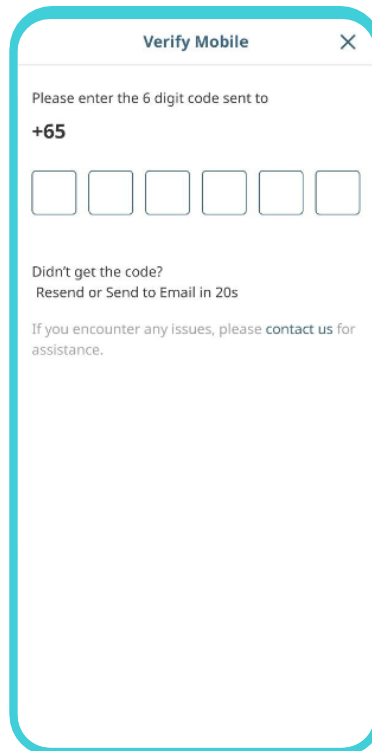
Simply [sign up](#) for free membership via the CapitaStar App, available on the Apple App Store™, Google Play™ and Huawei AppGallery.

Your membership will be activated immediately upon successful registration, allowing you to start enjoying CapitaStar rewards right away.



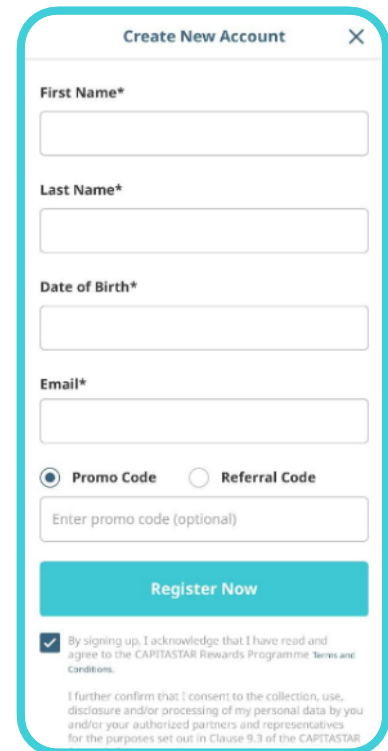
STEP 1:

To sign up for a CapitaStar account, [download the CapitaStar App](#) and key in your mobile number.



STEP 2:

Enter the 6-digit code sent to the mobile number you've inputted.



STEP 3:

Fill in your particulars and tap on "Register Now" to complete.

4. When is the registration period to qualify for the extended 30-minutes free parking grace period exclusively for NDCA members?

NDCA members who complete the registration process via the CapitaStar App before 30 June 2026 will be eligible to enjoy the extended 30-minutes free parking grace period from 1 July 2026.

To enjoy the extended 30-minutes free parking grace period, simply follow these two steps:-

Step 1: Enter the unique code provided by NDCA via the CapitaStar App to link your NDCA membership with your CapitaStar account.

Step 2: Register your IU/OBU number in your CapitaStar member profile via the CapitaStar App.

5. When can I start enjoying the extended 30-minutes free parking grace period?

NDCA members who have successfully completed the CapitaStar registration process via the CapitaStar App before 30 June 2026 can enjoy the extended 30-minutes free parking grace period from 1 July 2026.

6. How long is the extended free parking grace period?

Eligible NDCA members will enjoy an extended free parking grace period of 30 minutes, with unlimited visits per mall per day.

7. Where is the extended free parking grace period available?

The extended 30-minutes free parking grace period is available at the following 12 participating CapitaLand malls:

List of Participating CapitaLand Malls

North	Junction 8, Lot One Shoppers' Mall
East / North East	Bedok Mall, Tampines Mall, Sengkang Grand Mall
West	IMM, Westgate
Central	Aperia Mall, CQ @ Clarke Quay, Funan, Plaza Singapura, Raffles City

8. Why is this benefit only available to NDCA members?

We worked closely with NDCA to develop and implement this initiative within a short timeframe. NDCA's membership registry provides an efficient method for registering delivery riders' motorcycles into our parking systems, enabling instant vehicle identification across all participating malls.

We regularly review our parking policies and have made adjustments when the need arises. For instance, a 20-minute grace period is provided at our business parks and industrial properties with childcare centres to give parents more time for drop-off and pick-up. The extended grace period for delivery riders follows the same approach, recognising that different users have different needs. We will continue to monitor the situation, take in feedback and remain open to further enhancements.

We are also exploring additional initiatives to improve the experience for delivery riders on other types of vehicles, including bicycles and power-assisted bicycles.

9. Why do I need to become an NDCA member to enjoy this benefit?

NDCA membership allows us to verify and register your motorcycle into the carpark systems at participating CapitaLand malls. Once onboarded, your vehicle will be automatically identified at the gantry for seamless entry.

Signing up also comes with attractive benefits. Delivery riders on Grab will have six months of their NDCA membership covered. On top of that, you can receive S\$30 in NTUC vouchers.

NDCA members also enjoy a range of other benefits, including training, insurance and representation on workplace matters.

10. What is the CapitaStar Rewards Programme?

CapitaStar is a card-less rewards programme with no membership fee or expiry. We reward you with STAR\$® (on top of all other rewards on your everyday spend) when you make purchases at participating properties and stores. STAR\$® are awarded automatically when transactions made with linked payment methods (Mastercard, all DBS/POSB payment modes* or ShopBack Pay) or eCapitaVoucher are registered in your CapitaStar account.

For new CapitaStar members, sign up with promo code <**CAPITASTAR**> via the CapitaStar App to unlock eCapitaVoucher rewards. [T&Cs apply](#) and while stocks last.

**Including DBS/POSB American Express, Mastercard, Visa credit or debit cards and/or DBS PayLah!*

For more information about the CapitaStar Rewards Programme, please visit capitastar.com.