

NETSPay FREQUENTLY ASKED QUESTIONS

Cessation of NETSPay – NETS will no longer provide support for NETSPay services from 31 October 2023.

1. Why is NETSPay discontinued?

NETS have decided to discontinue NETSPay services for both online and mobile app after their regular review of product offerings. Both services will cease on **31 October 2023**, thereafter NETS will no longer provide support for this service.

2. What happens to my OCBC cards which I have previously added on the NETSPay app?

After 31 October 2023, NETSPay services will be terminated, there will be no actions required from you. The following NETSPay app services will no longer be accessible:

- Scanning SGQR and NETS QR codes with the NETSPay app
- Contactless payment by tapping NFC-enabled phone with the NETSPay app on payment terminals.
- In-app payment on supported merchant apps with the NETSPay app

3. I have been using NETSPay as a mode of payment, what can I use to replace NETSPay?

You can use OCBC Digital App to conveniently scan and pay SGQR and NETS QR codes, and simply select the account to pay from on the app. Visit this [link](#) for more info.