

Frequently Asked Questions (FAQs) for Singapore PayNow – Malaysia DuitNow via OCBC Digital app

1. What is PayNow-DuitNow and what can it do?

The linkage provides a convenient (24/7), fast (near real time), secure and cost-effective means of cross border funds transfer between Malaysia and Singapore bank customers.

In essence, Singapore's PayNow and Malaysia's DuitNow users will be able to send money instantly and securely across the two countries with their mobile phone numbers that have been registered with PayNow and DuitNow respectively.

2. What is the minimum and maximum that I can transfer or receive?

There is a minimum transaction amount of SGD1 and a daily cap of SGD1,000 or MYR3,000 for funds transfers made between users in Singapore and Malaysia respectively.

There is no limit on the number of transactions that a user can make or receive per day.

3. Which are the participating members from Malaysia enabled on this PayNow-DuitNow Linkage?

3 Malaysia DuitNow members currently participating in this linkage for sending and receiving fund transfers are:

- CIMB Bank Berhad
- Malayan Banking Berhad (“Maybank Malaysia”)
- Touch ‘n Go Digital

More Malaysia DuitNow members may be onboarded to offer this service to their customers in the future.

4. How do I make use of this service to send money to someone in Malaysia?

The process is the same as with the current PayNow process. Instead of keying in a PayNow user mobile number or Virtual Payment Address (VPA), you will need to key in the Malaysia recipient’s DuitNow registered mobile number.

5. Do I need to register my mobile number again before receiving funds?

There is no need to separately register your mobile number if you are already registered for PayNow with OCBC.

6. Are there any fees associated with each transaction?

There are currently no fees and charges from using this service. The applicable foreign exchange rates will be displayed prior to your confirmation of transfer.

7. Do I need to register before I can send money to Malaysia?

You do not need to register to send money to Malaysia. However, your recipient should be an account holder and holds the mobile number registered for DuitNow with any of the participating Malaysia DuitNow members.

8. Will I need to provide any additional authentication while paying?

Most transfers will only require you to login to OCBC Digital app. If the transfer amount exceeds SGD200, transaction signing with your OCBC OneToken, hardware token or SMS OTP will be required.

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