

Frequently Asked Questions (FAQs) for Singapore PayNow – Thailand PromptPay via OCBC Digital app

1. What is PayNow-PromptPay 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 Thailand and Singapore bank customers.

In essence, Singapore's PayNow and Thailand's PromptPay 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 PromptPay respectively.

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

There is a minimum transaction amount of SGD1 and a daily cap is SGD1,000 or THB25,000 per user. There is no limit on the number of transactions that a user can make per day.

3. Which are the participating banks from Thailand enabled on this PayNow-PromptPay Linkage?

Thailand participating banks:

- Bangkok Bank
- Kasikorn Bank
- Krung Thai Bank
- Siam Commercial Bank
- Bank of Ayudhya

More Thailand banks 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 Thailand?

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 Thailand recipient's PromptPay 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 Thailand?

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

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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