

Frequently Asked Questions (FAQs) Governing OCBC Pay Anyone™ e-Ang bao 2022**1. When will I be able to start sending e-Ang baos?**

You will be able to do so from the launch date up to 28 February 2022.

2. How does this work?

As an OCBC Pay Anyone™ user, you will be able to send an e-Ang bao to your friends and family, as long as they have a mobile number registered with PayNow. You will also be able to schedule the sending of e-Ang baos in advance (during the period the e-Ang bao function is available).

3. Why can't I send an e-Ang bao to someone?

It is possible that the recipient is not registered on PayNow.

4. When will my e-Ang bao be sent?

The e-Ang bao will be sent between 10am and 10pm on your scheduled date, unless there is a high volume of requests.

5. Why was my e-Ang bao sent the day after my scheduled date?

In the event that there is a high volume of requests in a day, your e-Ang bao may be sent the following day.

6. How much can I send in each e-Ang bao?

You are able to send up to S\$1,000 per e-Ang bao.

7. Why was I not able to schedule an e-Ang bao?

We may have reached our scheduling limit for the day. You can try to schedule for another day or send one immediately.

8. I have scheduled a few e-Ang baos to be sent on later dates. How will this affect my daily limit?

It will not affect your daily limit in the day you set up the scheduling arrangements. It will only be deducted from the daily limit of the scheduled day of sending.

9. I see that I can select an Ang bao design together with my scheduled e-Ang bao. How do I send it to my recipient?

The e-greeting Ang bao will be available as a URL after your e-Ang bao is sent. On the day you are sending the e-Ang bao, you will be able to go into your transaction history, locate the e-Ang bao and click the 'Share' button at the bottom of the page. You will then be able to share the e-greeting via your preferred app.

10. Can I send a personalised message to my recipient with my e-greeting Ang bao?

You will be able to send a personalised message to your recipient with your e-greeting Ang bao when you click on 'share' button. Your personalised Huat! message to your recipient, will also show up in the recipient's bank statement when you send them an e-Ang bao.

11. I don't have OCBC Pay Anyone™. Can I send an e-Ang bao via Mobile or Internet Banking?

The e-Ang bao function is currently only available in the OCBC Pay Anyone™ app.

12. I have a pending e-Ang bao transaction. Can I cancel it via Mobile or Internet Banking?

No, you will not be able to cancel the pending e-Ang bao transaction via Mobile or Internet banking. You may only do so in OCBC Pay Anyone™.

13. How can I send my e-Ang bao to my nephew/niece? They are not eligible to register their mobile number with PayNow yet.

The OCBC Pay Anyone™ e-Ang bao function is only available for recipients who have a mobile number registered with PayNow. For individuals who have only registered with PayNow using their NRICs, you may make PayNow transfers to them via our Mobile or Internet banking channel.

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