

NETSPay FREQUENTLY ASKED QUESTIONS

GENERAL

1. What is NETSPay?

NETSPay is a mobile app developed by NETS. Customers can download and register the NETSPay App on their mobile phones, and add NETS bank cards onto NETSPay to perform payments.

For more information on NETSPay, please visit <https://www.nets.com.sg/personal/retail-payments/netspay/>

2. Who can use NETSPay?

OCBC card holders with their bank cards (ATM, Debit, Credit Card) linked to savings or current accounts (CASA). NETSPay is currently not available for OCBC business debit card holders.

3. How can I pay with NETSPay?

Payments via NETSPay can be done in three ways. Simply scan NETS QR code stickers, tap on NETS terminals (for Android phones with NFC enabled) or make in-app payments.

4. Where can I use NETSPay?

Please look for the below logos to identify NETSPay acceptance points.



Managing OCBC Card(s) on NETSPay

5. How can I add my OCBC cards on NETSPay?

After installing the NETSPay app, please follow below steps to add your OCBC cards

1. Launch NETSPay App on your mobile phone;
2. Register with NETSPay by following the in-app instructions;
3. Add your OCBC card by following the in-app instructions;
4. To add more cards, please click on 'Add New Card' from the main page.

6. Can I add the same OCBC card on multiple mobile phones?

Yes

7. How many OCBC cards I can add on NETSPay?

You can add a maximum of 10 bank cards on NETSPay, the number is co-shared among all issuing banks that provide NETSPay service.

8. How to change default bank card for NETSPay if I add more cards?

Please follow below steps to change default card:

1. Unlock mobile phone and launch NETSPay App;
2. Press the card you wish to set as default;
3. Select “This is your default card” under card information tab.

9. How to delete OCBC card on NETSPay?

1. Unlock mobile phone and launch NETSPay App;
2. Press the card you wish to delete;
3. Select ‘Remove the card’ and confirm under card information tab.

10. Can I add an inactive OCBC card on NETSPay?

No, the bank card must be active prior to addition on NETSPay.

11. My OCBC card on NETSPay is renewed/ replaced, what should I do to continue using NETSPay?

Please go to NETSPay app, delete your old card and add the new card.

12. What should I do if I lose my mobile phone with a OCBC card on NETSPay?

Please contact your card issuing bank to suspend the card that linked on NETSPay. Note that issuing bank can only suspend the cards issued in their bank. If you add cards issued by multiple banks, you will need to contact the respective banks for suspension.