

OCBC Digital App – Deeplink Payments

OCBC customers can now use OCBC Digital app to make a payment or perform top ups at their favourite merchants.

Frequently Asked Questions

1. How can I make a payment or perform a top up on merchant apps using OCBC Digital app?
 - OCBC has partnered with several merchants to allow you to make a payment using OCBC Digital app.
 - When you are making a payment on the merchant app, select OCBC Digital app as your mode of payment.
 - You will be redirected to OCBC Digital app for authentication.
 - Upon successful log in, your transaction details will be displayed for your review and confirmation.
 - After confirming the payment, you will be redirected back to the merchant app where you can see the final status of your transaction.

2. When will this service be available on OCBC Digital app?

From August 2023 onwards, you will be able to use OCBC Digital on partnering merchant apps to make a payment or perform a top up.

3. Previously, I was able to use OCBC Pay Anyone app to make a purchase or perform a top up on merchant apps. Can I continue to do so?

Payment via OCBC Pay Anyone app will soon be unavailable. This service will be available on OCBC Digital app. You may continue to make your payment or perform top up on the merchant apps via OCBC Digital app.

4. What if I do not have OCBC Digital app?

You can download OCBC Digital app on the Apple App store, Google Play Store or Huawei AppGallery. If you already have access to OCBC Pay Anyone, you can log in to OCBC Digital using the same access code. Thereafter, you should be able to checkout using OCBC Digital on partnering merchant apps.

5. I have made payment using OCBC Digital and it was successful, but I was not redirected to merchant app or browser. What should I do?

You can manually open the merchant app or mobile browser to proceed.

6. The payment is not reflected on merchant app or mobile browser. What should I do?

Login to OCBC Digital to verify that the transaction is recorded. If you're able to locate the transaction, contact customer service (merchant) for further assistance.