



## **NETS Click - Frequently Asked Questions (FAQs)**

### **1. What is NETS Click?**

NETS Click allows consumers to securely add their UOB ATM card as a payment method within a merchant's mobile app. After that, consumers will be able to conveniently pay using their UOB ATM card with just one click.

### **2. Where can I use NETS Click?**

You can use NETS Click in mobile apps that display NETS Click as a payment method option. You can currently use NETS Click for the Comfort Delgro mobile booking app. More merchants will be added to this list in the near future.

### **3. How can I register for NETS Click?**

You can start using NETS Click in participating merchant's mobile app by selecting to add NETS Click as a new payment method. You will be prompted to provide some details about yourself and submit an SMS-OTP sent to your bank's registered mobile number, purely for verification purposes.

### **4. Which cards can I use with NETS Click?**

You can add your UOB ATM Card to NETS Click & start using it for payments on participating merchant's mobile app.

### **5. How do I use NETS Click to pay for something?**

During the check-out or payment page of a supported merchant's mobile app, you just need to select NETS Click as your preferred payment method and confirm payment. There is no action required from you after that.

### **6. How safe is NETS Click?**

NETS Click uses tokenization to protect and secure your card details from being exposed and misused by any unauthorized third parties. Each token created is also unique to the specific merchant and your mobile device, to minimize any unauthorized fraudulent transactions.

### **7. Are there any fees that I need to pay when using NETS Click?**

You do not need to pay for any additional fees when using NETS Click.

### **8. Do I need to setup any username or password to use NETS Click?**

There is no need to setup any login credentials in order to start using NETS Click with a supported merchant's mobile app.

### **9. Is there a maximum amount I can use NETS Click to pay for each transaction?**

Yes, currently you are able to use NETS Click to pay for any transactions that are SGD\$100 or less.

### **10. How many cards can I add under NETS Click?**

You can only add one bank card under NETS Click. If you would like to change the card you've added to NETS Click, you may remove the card that was previously added and register the new card subsequently.

**11. How do I remove a card that was previously added to NETS Click?**

You may follow the instructions within the merchant's mobile app in order to remove your card from NETS Click.

**12. After logging out of the merchant's app and logging back in, I can't see my NETS Click card anymore. What happened?**

To protect your card details from being exposed to other unauthorized parties, each NETS Click token generated will expire upon the user logging out of the merchant's mobile app. You can continue using NETS Click by adding your UOB ATM card again.

**13. What should I do if my card or mobile phone is lost or stolen?**

Your UOB ATM card details in NETS Click is still secured as it's not stored within the merchant's mobile app nor your mobile device. However, you should immediately contact UOB to block or temporarily suspend your card.

**14. What should I do if I suspect my card is being used for fraudulent purchases?**

You should immediately contact UOB to report your concerns.