NETS IN-APP PAYMENT FREQUENTLY ASKED QUESTIONS (FAQs)

About NETS in-app payment	
What is NETS in-app payment?	NETS in-app payment is a new payment mode that allows consumers to securely add their NETS bank card in merchant apps and use it to conveniently pay for purchases with just one click.
Where can I use NETS in-app payment?	You can use NETS in-app payment on merchant mobile apps that display NETS as a payment method option. NETS in-app payment is currently only available on: • CDG Zig App • Singtel Prepaid hi!App • Pick & GO • Hungryy • Milksha • Geenet Mobile • OurCar.SG • AXS Payment • NUSmart Dining It will be integrated with more retail and F&B mobile apps in the near future.
How can I register for NETS in-app payment?	You can start using NETS in-app payment by selecting NETS as a new payment method in supported mobile apps. You will be prompted to provide some details to verify your identity via an SMS-OTP sent to your mobile number, by your card-issuing bank.
Which cards can I use with NETS in-app payment?	You may add either your ATM or Debit Cards to the merchant mobile apps.
How do I use NETS in-app payment to pay for something?	During the check-out or payment page of a supported mobile app, select NETS as your preferred payment method and confirm the payment to pay for your purchases. No other action will be required.
How safe is NETS in-app payment?	NETS in-app payment uses tokenisation to protect and secure your card details from being exposed and misused by any unauthorised third parties. Each token created is also unique to the specific merchant and your mobile device, to minimise any unauthorised fraudulent transactions.
Are there any fees that I need to pay when using NETS in-app payment?	There is no additional fee when you use NETS in-app payment.
Do I need to setup any username or password to use NETS in-app payment?	There is no need to setup any login credentials in order to start using NETS in-app payment on supported mobile apps.
How do I request for a refund performed using NETS in-app payment?	You may contact the merchant directly to request for a refund, as merchants have their own refund policy.

Security	
What should I do if my card or mobile phone is lost or stolen?	Your NETS bank card details will be secured as they are not stored within the merchant's mobile app nor your mobile device. However, you are advised to contact your card issuing bank immediately to block or temporarily suspend your card.
What should I do if I suspect my card is being used for fraudulent purchases?	You should contact your card issuing bank immediately to report your concerns.
Why is the merchant app asking for me to grant it permission to make calls and access my phone's photos, media and files?	To use NETS in-app payment, you will need to grant the merchant app with the permissions that will allow NETS to identify your mobile device's ID for security purposes. NETS and the merchants will never access your photos, media, files, nor make any calls on behalf of you.
Using NETS in-app payment	
What is the maximum amount that I can use to pay for each in-app purchase?	Currently, you can pay for any transactions that are SGD$100 or less using NETS in-app payment.
How many NETS bank cards can I add for in-app payment?	You can add only one bank card to use NETS in-app payment. If you would like to change the NETS card that you've added to in-app payment, you may remove the card that was previously added and register the new card.
How do I remove a NETS card that was previously added for in-app payment?	Please follow the instructions within the supported mobile app to remove your NETS card from in-app payment.
After logging out of the merchant's app and logging back in, I can't see my NETS card anymore. What happened?	To protect your card details from being exposed to other unauthorised parties, each in-app payment-generated token may expire when you log out of the merchant's mobile app. Please add your preferred NETS bank card again to continue using in-app payment.