

Frequently Asked Questions (FAQs)

1. Why are NETS services down?

NETS is upgrading their payment systems to serve you better, with improved reliability and performance.

2. What NETS services will be affected and for how long?

During this period, some payment services will be temporarily unavailable from 1am to 6am on Wednesday, 22 July 2026.

Services unavailable

- NETS Cards services (including Cashback)
- QR Payment @ NETS Terminal
- Cross Border Payment at NETS Terminals - UPI
- NETS FlashPay top-up via the NETS App
- NETSClick Payment
- Smart Buddy payments
- Top-up and refund of NETS CashCards, NETS FlashPay and NETS Motoring cards
- Shared ATM services between OCBC and UOB
- Cross Border Shared ATM services – UPI
- Direct acquiring payments – Visa, Mastercard, and Discover

Services available

- Credit card services at NETS terminals
- SGQR payments using bank wallets
- eNETS
- NETS vCashCard
- NETS CashCard and NETS FlashPay offline payments

3. What kind of impact can I expect?

- Payments may take longer to process
- Some transactions may not go through on the first attempt
- Updates may be delayed

We apologise for the inconvenience caused and encourage customers to use alternative payment methods during this period.

4. Will ATM services be affected during the scheduled maintenance?

ATM services will largely remain unaffected. However, the following services will be temporarily unavailable during the maintenance window:

- Top-up and refund of NETS CashCards, NETS FlashPay cards and NETS Motoring Card.
- Shared ATM services between OCBC and UOB. (OCBC customers will still be able to withdraw cash from OCBC ATMs and UOB customers will still be able to withdraw cash from UOB ATMs.)
- Cross Border Shared ATM services – UPI

5. Am I still able to withdraw money from the ATM during the upgrade?

Yes, you will still be able to withdraw cash from your bank's ATM. However, shared ATM services between OCBC and UOB, as well as cross-border shared ATM services (UPI), will not be available.

6. Will payment for car park/transit charges be affected during this period?

No. You can continue to pay for car park charges and transit rides as usual, provided there is sufficient value on your NETS CashCard, NETS Flashpay or NETS Motoring Card.

However, please note that top-ups via NETS top-up terminal, ATM or NETS App using NETS Click and refunds via ATM for these cards will not be available during this period.

7. Am I still able to make NETS payments during this period?

NETS Bank cards and NETS App mobile payment i.e. Scan To Pay and NETS Click will not be available during the maintenance period.

In the meantime, you may continue to make payments using the alternative methods listed below.

- Credit card
- SGQR via your bank's mobile wallet
- NETS CashCard, NETS FlashPay and NETS Motoring Cards (subject to sufficient stored value)

8. Can I still use NETS to pay for taxi fares?

No. NETS Bank cards, NETS Click, and QR payments at taxi terminals will be temporarily unavailable during the maintenance period.

In the meantime, you may continue to make payments using the alternative methods listed below.

- Credit card
- SGQR via your bank's mobile wallet
- NETS CashCard, NETS FlashPay and NETS Motoring Cards (subject to sufficient stored value)