

Annex A: Information on PayNow

1. What is PayNow?
<p>PayNow is a secure funds transfer service that allows customers to receive money into their participating bank account via NRIC/FIN and/or mobile number. The 9 participating banks in Singapore are: Bank of China, Citibank Singapore Limited, DBS Bank/POSB, HSBC, Industrial and Commercial Bank of China, Maybank, OCBC Bank, Standard Chartered Bank, and United Overseas Bank.</p> <p>With PayNow, the sender only needs the recipient's mobile number or NRIC/FIN to send money. This applies to individual recipients as well as organisations (i.e. private firms and government agencies).</p>
2. Is PayNow safe?
<p>PayNow is a secure funds transfer service. It adopts the same high security standards adopted by the Singapore banking industry for funds transfer including FAST and GIRO.</p>
3. How do I register my NRIC/FIN on PayNow?
<p>Follow the following steps:</p> <ol style="list-style-type: none">1. Choose your preferred bank account to receive money.2. Log in to your Internet banking or mobile banking app.3. Register your NRIC/FIN on PayNow. <p>You can also refer to your respective bank's website for specific details on how to register your NRIC/FIN on PayNow. If you do not have Internet or mobile banking, you can contact your bank directly to register for PayNow (contact details and websites at Annex B).</p>
4. My mobile number is already registered to my bank account on PayNow. Can the government credit my Care and Support – Cash to me via PayNow-mobile? Why do I need to register my NRIC/FIN with PayNow to receive government payments?
<p>NRIC/FIN is a unique identifier issued by the government to each individual. Unlike the NRIC/FIN, mobile numbers are not unique to the individual and may be subject to change. To ensure that the money is credited to the correct recipient, only NRIC/FIN will be accepted as the proxy for government payments via PayNow.</p>
5. Why is the government not using the usual method of disbursing payouts (i.e. direct bank crediting or cheques)? Why will those on PayNow receive their Care and Support – Cash earlier?
<p>In line with the Smart Nation initiative, the government will be using PayNow-NRIC as a preferred mode of payment for Care and Support – Cash. PayNow provides added convenience and privacy for citizens to receive money into their bank account, without disclosing their bank account details to the sender.</p>
6. Will I still get my Care and Support – Cash payouts if I do not use PayNow?
<p>Citizens who do not have PayNow linked to their NRIC will still receive the Care and Support – Cash payouts via directing bank crediting or cheque, similar to the Solidarity Payment. If there are changes to your bank account details, you can update your latest bank account in the government's records by logging on to Care and Support Package website (https://go.gov.sg/csp2020) using your SingPass.</p>

Annex B: Contact Details of Participating Banks

S/N	Bank	Contact
1	Bank of China	1800 66 95566 http://www.bankofchina.com/sg/custserv/cs6/201804/t20180426_12102708.html
2	Citibank Singapore Limited	6225 5225 1800 225 5225 https://www.citibank.com.sg/gcb/otherservices/payments-transfers.htm
3	DBS Bank/POSB	1800 111 1111 https://www.dbs.com.sg/personal/deposits/pay-with-ease/paynow
4	HSBC	1800 4722 669 1800 HSBC NOW https://www.hsbc.com.sg/1/2/personal/services/transfers
5	ICBC	6369 5588 http://v.icbc.com.cn/userfiles/Resources/ICBC/haiwai/Singapore/download/2018/Paynow_en.pdf
6	Maybank	1800 629 2265 http://info.maybank2u.com.sg/paynow/
7	OCBC	1800 363 3333 https://www.ocbc.com/personal-banking/online-banking/paynow.html
8	Standard Chartered Bank	1800 747 7000 https://www.sc.com.sg/bank-with-us/paynow/
9	UOB	1800 222 2121 https://www.uob.com.sg/personal/ebanking/mykey.html