

## Electronic Payments – FAQs

### 1. Are my electronic payments secure?

We deploy technologies to deter security threats and to protect you when you make electronic payments. Please [click here](#) for more details about the technologies and measures we have deployed to deter online security. We also provide [security alerts](#) for you to be updated on the latest security threats.

It is also important that you take measures to protect yourself and your payments. Some security tips you can consider are:

*Protecting security codes (e.g. passwords, pins and OTPs) used to authenticate electronic payments*

- Regular changing of security codes created by you
- Storing your security codes securely
- Clearing your cache and temporary files, which may capture your security codes
- Avoiding sharing your security codes with any unauthorised user
- Restricting access of your security codes to any unauthorised user
- Avoiding the use of public devices or devices that do not belong to you, to receive or input your security codes.

*Protecting the devices used for electronic payments*

- Keeping your device and browsers updated, with the latest security patches
- Using anti-virus and anti-malware software
- Locking your devices with strong passcodes
- Enabling remote finding, locking and erasure mechanisms on your device
- Avoiding leaving your device unattended
- Avoiding the use of unauthorised or suspicious software or applications on your device

You can also enhance your security by following our security tips [here](#).

### 2. How do I ensure that my electronic payments are correct?

Details about your electronic payments are inputted by you. You need to check and ensure that these details are correct before confirming the payment, in particular, details on:

- the debiting account
- the intended payment amount
- the recipient (e.g. account number, mobile number)

You will receive notifications from us on electronic payments from your account. You can customise your preferred notification threshold limit by completing the [E-Payment Notification Update Form](#) (For Sole-Proprietors). The notifications may contain details of the electronic payments, including the payment amount and recipient. Please check our notifications and [contact us](#) as soon as possible, if you are notified of payments that are unauthorised or incorrect.

Our notifications are sent to you via email using the email address you provide, and where requested by you, via SMS as well to the mobile number you provide.. You must ensure that you are able to receive our notifications by:

- using an appropriate device that you can constantly and readily access
- providing us with complete and accurate contact information
- updating us on changes to your contact information, including your [mobile number](#) and [email address](#)

We seek your cooperation on the above. Any failure to do so may expose you to liability for unauthorised electronic payments made from your account.

### 3. What should I do in the event of unauthorised electronic payments?

You should [contact us](#) as soon as possible.

We will need your cooperation to ensure that we are able to effectively and quickly investigate the payment in question. Please be prepared to provide us with information that we require, including:

- your identification information
- details of the affected account
- information about your device
- information about your storage and use of security codes and transaction notifications relevant to the payment

We may also require that you file and furnish a police report to us.

While we endeavour to complete our investigations quickly and within 45 days from your notification to us, the time we require depends on external factors such as, the complexity of the payment, and the responsiveness of the recipient and relevant financial institutions.

After we complete our investigations, we will notify you of the outcome of our assessment, including whether you are liable for the payment.

If you do not agree with our assessment, you may [contact us](#).

### 4. What should I do if I have made an electronic payment in error?

You should [contact us](#) as soon as possible.

We will need your cooperation to ensure that we are able to effectively and quickly investigate the payment in question. Please be prepared to provide us with information that we require, including:

- your identification information
- details of the affected account
- details of the erroneous payment (e.g. date, amount)
- information about your device
- information about security codes and transaction notifications relevant to the payment
- information about the recipient

We may also require that you file and furnish a police report to us.

As part of our investigations, we will make reasonable efforts to contact and work with the recipient and the relevant financial institution(s) to recover your payment from the recipient. Whether your payment will be recovered depends on the nature of the error, the complexity of the payment, as well as the cooperation rendered by the recipient and the relevant financial institution(s).

While we endeavour to complete our investigations quickly, the time we require depends on external factors such as the complexity of the payment, and the responsiveness of the recipient and relevant financial institution(s).

### 5. What should I do if I have received an electronic payment in error?

You should [contact us](#) as soon as possible.

Retaining or using monies that you have received in error may expose you to liability. We will need your cooperation to ensure that we are able to effectively and quickly investigate the payment in question, and to return the payment to the rightful parties.