



## FREQUENTLY ASKED QUESTIONS

### 1) What is NETS FlashPay?

NETS FlashPay is an existing feature on all FRANK Debit and Credit Cards. However this feature will be removed for FRANK Debit Cards that are replaced or renewed from 21 June 2019 onwards and for all newly issued FRANK Credit Cards from 4 July 2019 onwards. If you are holding a FRANK card with NETS FlashPay, you may continue to use it. You may refer to <https://www.frankbyocbc.com/iwov-resources/pdf/nets-flashpay-edited.pdf> for more information on NETS FlashPay.

### 2) Why is the Bank removing the NETS FlashPay feature on FRANK Credit and Debit Cards?

The Bank has taken into consideration the upcoming launch of the SimplyGo transit initiative by Land Transport Authority (LTA) and Visa on 6 June 2019. SimplyGo serves a similar function to the NETS FlashPay feature and FRANK Cardholders will be able to continue enjoying seamless transit experience.

### 3) What are the implications of the removal of NETS FlashPay if I am an existing FRANK Credit or Debit Cardholder?

If you are holding on to an existing FRANK Card with NETS FlashPay feature, you may continue to use the NETS FlashPay feature. However, any FRANK Debit and Credit Cards that are replaced or renewed will no longer have the NETS FlashPay feature with effect from 24 June and 4 July 2019 respectively.

### 4) Will I still get cashback for NETS FlashPay auto Top-Up transactions made on my FRANK Credit Card?

From 1 July 2019 onwards, all NETS FlashPay auto top-up transactions will no longer be entitled to cashback.

### 5) Are NETS FlashPay auto top-up transactions included as offline spend for FRANK Credit Card?

NETS FlashPay auto top-up transactions have always been excluded from offline spend condition and this remains unchanged. You may refer to this link <https://www.frankbyocbc.com/iwov-resources/pdf/all-about-cash.pdf> for more information on the FRANK Cash Rebates Rewards Programme.



**6) If I wish to deactivate the NETS FlashPay auto top-up feature on my FRANK Credit and Debit Card, what should I do?**

You may have to proceed to any NETS self-service top-up machine with the label "Auto Top-Up De-registration Here " located island wide to de-register the service.

After you have received a successful de-registration SMS from NETS after 14 days, you may proceed to get the refund from ATM (steps below) or Transit Link office.

Step 1: Insert his ATM card and key PIN No.

Step 2: Click More Services > NETS Flashpay Refund

Step 3: Follow the instruction on the screen (ie. prompt him to place the FRANK CC on the reader)

You may refer to <https://www.frankbyocbc.com/iwov-resources/pdf/nets-flashpay-edited.pdf> for more information.

**7) If I am holding on to a FRANK Card with NETS FlashPay, how can I switch from NETS FlashPay to SimplyGo?**

Switching of NETS FlashPay to SimplyGo will have to be done at GTM.

Step 1: Select "Check Transit Payment Mode"

Step 2: Select OK after checking card details

Step 3: Select OK after confirming on the clauses stated on the screen

Step 4: Remove card once screen shows "Transaction successful"