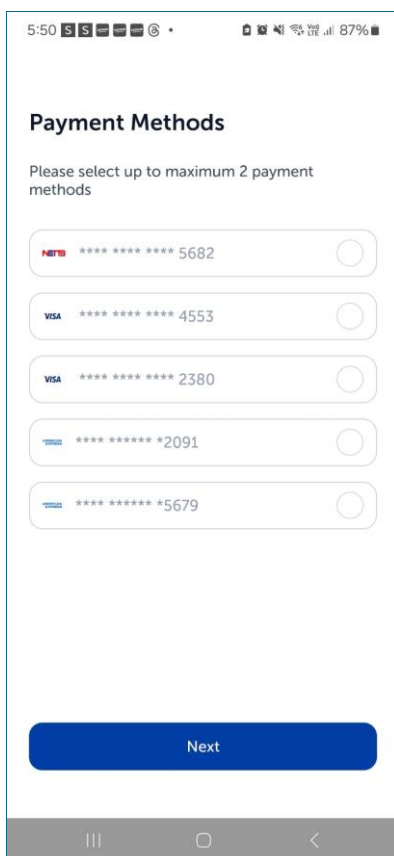


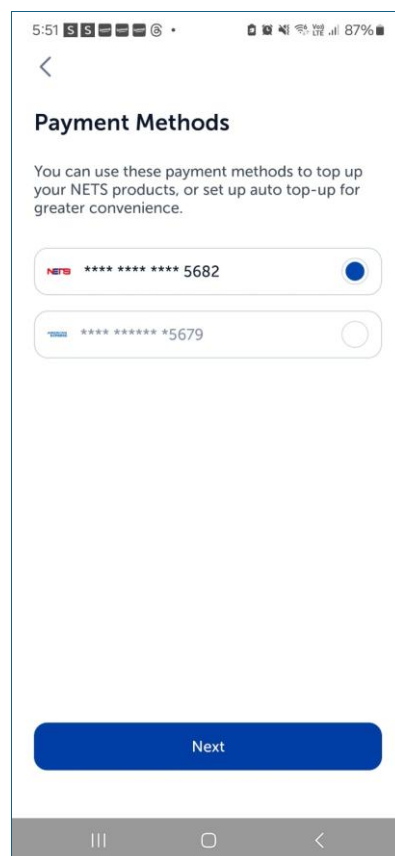
Frequently Asked Questions

1. **Why is NETS implementing new security measures in the app?**
These enhancements are in line with MAS guidelines to better protect users from scams and unauthorised access.
2. **Will I still receive clickable links in NETS emails or SMS messages?**
No. NETS will no longer include clickable links in emails or SMS to prevent phishing scams.
3. **How will I verify my identity without clickable links?**
You will receive a One-Time Password (OTP) via your registered email for verification.
4. **What is the 12-hour cooling-off period for new device logins?**
When logging in from a new device, high-risk actions like updating contact details or scan-to-pay will be disabled for 12 hours.
5. **Why is there a cooling-off period?**
It helps prevent unauthorised access and fraudulent transactions from unfamiliar devices.
6. **Will I be notified when a new device logs into my account?**
Yes, you will receive an OTP and notification for verification.
7. **What is the new OTP confirmation process for account updates?**
Any changes to your contact number or email will require OTP confirmation sent to your existing registered details.
8. **How many top-up sources can I link to my NETS App account?**
You can link up to 2 top-up sources per account.
9. **What happens if I have more than 2 SOFs (Source of Fund) linked to my NETS App account?**

If you're an existing user with more than 2 SOFs, you'll be prompted to select **only 2** SOFs the first time you open the updated NETS App.



First Screen After App Update



After SOF Selection After App Update

SOF Selection

10. What is the function of the self-service Kill Switch?

It allows you to instantly deactivate your NETS App account if you suspect unauthorised activity.

11. How do I reactivate my account after using the Kill Switch?

You will need to contact NETS Customer Service for assistance at +65-6274 1212 (9am – 9pm daily) or email info@nets.com.sg

12. Where can I get help if I face issues with the new security features?

You can contact NETS Customer Service at +65-6274 1212 (9am – 9pm daily) or email info@nets.com.sg or visit the official NETS website for support.

13. Will I still receive notifications from NETS via SMS or email?

Yes, but they will no longer contain clickable links.

14. Can I opt out of the 12-hour cooling-off period?

No, this is a mandatory security measure for all users.

15. What if I urgently need to update my contact details during the cooling-off period?

You will need to wait until the 12-hour period ends before making such changes.

16. How do I activate the Kill Switch in the NETS App?

You can find the Kill Switch under account settings or the security section in the app.

