

Frequently Asked Questions (FAQs) for Scan & Pay PromptPay QR via OCBC Digital app

1. Where can customers use this payment method?

OCBC Digital app users will be able to scan Thailand's PromptPay QR to make payments at over 8,000,000 retail acceptance points. Please look out for the PromptPay acceptance mark, indicating that the merchant accepts QR payments through Thailand's PromptPay QR:



2. Will I need to buy foreign exchange or fund a special account or wallet to use this feature?

You will not need to! Simply scan and pay with OCBC Digital app, just as you would to perform a local purchase on via NETS or PayNow QR. Payment will be debited from your OCBC current or savings account.

3. Will there be any transaction fee charged?

No, this service is free of charge.

4. Is there an option to generate my own QR for the merchant to scan?

The only way to pay under this method is for you to scan the merchant's PromptPay QR with OCBC Digital app. There is no need to generate your own QR code to pay.

5. Will I need to provide any additional authentication while paying?

Most purchases will only require you to login to OCBC Digital app. If the purchase amount exceeds SGD200, for your account security, transaction signing with your OCBC OneToken or hardware token will be required.

6. Is there a transaction limit on PromptPay QR transactions?

Yes, you may transact up to a fixed limit of SGD1,000 per day (combined) on PromptPay QR and PromptPay PayNow transactions. Your remaining daily limit will be displayed on the app while making a payment. This limit is separate from your PayNow/NETSQR daily transaction limits.

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