

Discontinuation of PayNow Nickname Feature
Frequently Asked Questions
(General & For Retail Customers)

| S/No | Question | Answer |
|----------------|---|--|
| General | | |
| 1 | When is the PayNow nickname being discontinued? | <p>The PayNow nickname will be discontinued with effect from 6 June 2026.</p> <p>From this date, in place of the nickname, selected letters of a retail Payee's name will be displayed to the Payer during a PayNow transfer.</p> |
| 2 | Why is the PayNow nickname feature being discontinued? | <p>The Association of Banks in Singapore as the PayNow scheme owner regularly reviews measures to improve the security of digital payments. The discontinuation of PayNow's nickname feature for retail customers is intended to combat impersonation scams.</p> <p>The nickname feature has been available since PayNow's launch in 2017, originally introduced to address privacy concerns from individuals who preferred not to display their full registered names when receiving payments via their mobile numbers or NRIC numbers. However, scammers have exploited this privacy feature. They would register PayNow accounts and then set a nickname to mirror those of legitimate companies or individuals they sought to impersonate. This enabled them to create convincing facades when soliciting payments or when victims were verifying transfer details.</p> <p>By removing the nickname feature, the system will only display verified, registered account names, significantly reducing scammers' ability to masquerade as legitimate entities or individuals. This change forces greater transparency in payment identification, making it considerably more difficult for scammers to successfully impersonate trusted organisations or individuals through manipulated account names.</p> |
| 3 | What is the display name that replaces the PayNow nickname? | <p>Under the enhanced security framework, instead of displaying nicknames or full account names, selected letters of a retail Payee's registered account name with their financial institution will be displayed to the Payer during PayNow transfers.</p> <p>This measure will ensure that only registered account names are displayed as the Payee's PayNow name (this is the key control - i.e., users cannot change their official registered name, which are verified by their financial institutions). Impersonation scams can be mitigated with this new measure, which offers Payers greater confidence as to whom they would be transferring funds to.</p> <p>To address concerns from individuals who do not wish to reveal their full registered names and safeguard their privacy as Payees, only selected letters of the Payee's name will be displayed to Payer. The partial display of names also prevents full disclosure of the registered name and provides protection against name harvesting through PayNow's lookup feature.</p> <p>By anchoring the display to verified, registered account names rather than user-selected nicknames, this measure significantly reduces scammers' ability to masquerade as legitimate entities whilst maintaining user privacy through selected character display. Payers can now have greater confidence in the authenticity of transfer recipients, as the displayed information is tied directly to officially registered account details rather than deceptive customised nicknames.</p> |

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| 4 | As a retail Payee, what will my PayNow name look like to Payers? | <p>To safeguard a retail Payee's privacy, only selected letters of the Payee's name will be displayed to Payers. Parts of your account name as per your PayNow financial institution's records will be automatically replaced with the character "X".</p> <p>Below are some examples to illustrate:</p> <table border="1"> <thead> <tr> <th></th> <th>Payees' Registered Account Name</th> <th>Current PayNow Nickname</th> <th>Payees' Registered Account Name with selected letters displayed, starting 6 June 2026</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Chan Shi Hui Jacqueline</td> <td>Jacq</td> <td>ChXX ShX HuX JacquXXXXX</td> </tr> <tr> <td>2</td> <td>Muhammad Hakeem bin Osman</td> <td>Hakeem</td> <td>MuhamXXX HakXXX biX OsmXX</td> </tr> <tr> <td>3</td> <td>Muthu Ramesh Murugan s/o P.Loganathan</td> <td>hiMRM</td> <td>MutXX RamXXX MuruXXX s/X P.LogXXXXXXX</td> </tr> </tbody> </table> <p><i>(Note: The usernames and nicknames used in this table are fictitious and are used solely for the purpose of illustration.)</i></p> | | Payees' Registered Account Name | Current PayNow Nickname | Payees' Registered Account Name with selected letters displayed, starting 6 June 2026 | 1 | Chan Shi Hui Jacqueline | Jacq | ChXX ShX HuX JacquXXXXX | 2 | Muhammad Hakeem bin Osman | Hakeem | MuhamXXX HakXXX biX OsmXX | 3 | Muthu Ramesh Murugan s/o P.Loganathan | hiMRM | MutXX RamXXX MuruXXX s/X P.LogXXXXXXX |
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| For Retail Customers | | | | | | | | | | | | | | | | | | |
| 1 | How will this change impact me? | <p>No action is needed on your part. All other aspects of receiving and transferring money via PayNow remain unchanged. Individuals and corporates can continue to pay to your PayNow proxies (mobile number, NRIC/FIN, or VPA) as before.</p> <p>From 6 June 2026, Payers making payment to you via PayNow will be shown selected letters of your Payee's name during a PayNow transfer.</p> | | | | | | | | | | | | | | | | |
| 2 | I do not have a PayNow nickname, how will I be impacted? | Without a nickname, your registered account name is displayed in full to your Payers today. From 6 June 2026, only selected letters of your account name will be displayed. There is no action required on your part. | | | | | | | | | | | | | | | | |
| 3 | How do I know if my updated PayNow name is correct? | The PayNow scheme operator and your financial institution will update your PayNow name based on your registered account name record. Hence, you can be assured that due diligence will be done to ensure that your updated PayNow name is correct. | | | | | | | | | | | | | | | | |
| 4 | Can I define what characters of my name can be displayed? | The logic for the updated PayNow name has taken into consideration industry best practices, consumer feedback, and is centrally applied to provide consistency. Hence, users will not be able to make changes to the updated PayNow name. | | | | | | | | | | | | | | | | |
| 5 | Do I need to take any actions on my current PayNow registrations? | No. There is no action required from you as the changes will be managed by the PayNow scheme operator and your financial institution. | | | | | | | | | | | | | | | | |

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|------|--|---|--|--------------------------------------|---|---|--------------------------|--------------------------|---|------------------------------|------------------------------|
| 6 | Do I need to take any actions for my child's PayNow registrations? | No. There is no action required from you as the changes will be managed by the PayNow scheme operator and your financial institution. | | | | | | | | | |
| 7 | My PayNow registered account is a joint account, will it be updated as well? | <p>Yes, the PayNow scheme operator and your financial institution will update your PayNow name based on your registered joint account name records.</p> <p>Below are some examples to illustrate:</p> <table border="1"> <thead> <tr> <th></th> <th>Payee's Registered Full Account Name</th> <th>Registered Account Name with selected letters displayed, starting 6 June 2026</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>KO CHENG AND ZHEN SI HUI</td> <td>KX CHEXX ANX ZHXX SX HUX</td> </tr> <tr> <td>2</td> <td>ONG HUAN KEN OR ASHLEY HUANG</td> <td>ONX HUXX KEX OX ASHXXX HUAXX</td> </tr> </tbody> </table> <p><i>(Note: The user names and nicknames used in this table are fictitious and are used solely for the purpose of illustration.)</i></p> | | Payee's Registered Full Account Name | Registered Account Name with selected letters displayed, starting 6 June 2026 | 1 | KO CHENG AND ZHEN SI HUI | KX CHEXX ANX ZHXX SX HUX | 2 | ONG HUAN KEN OR ASHLEY HUANG | ONX HUXX KEX OX ASHXXX HUAXX |
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| 8 | What will I see when I am transferring funds as a Payer? | <p>If you are transferring funds to a retail Payee, upon entering the Payee's PayNow proxy to make payment, you will only see selected letters of the Payee's name as their updated PayNow name. This updated PayNow Payee name will also be shown in your financial institution's statement and transaction records.</p> <p>If you are transferring funds to a corporate Payee, there is no change and you will see the full registered account name of the company as per today. The full name of the corporate Payee will be shown in your financial institution's statement and transaction records.</p> <p>The above apply for all PayNow payment transfers initiated by you, including through Scan to Pay.</p> | | | | | | | | | |