

ABS Media Release

PayNow Nickname Feature to Cease from 6 June 2026 to Strengthen Protection Against Impersonation Scams

Only selected letters of the Payee's name will be shown to the Payer

SINGAPORE, 29 APR 2026 – The Association of Banks in Singapore (ABS) today announced that to strengthen protection against impersonation scams, the PayNow nickname feature for retail customers will be discontinued with effect from 6 June 2026. With this change, PayNow users will be assured that the name of the retail Payee displayed before a payment is made is not a nickname chosen by the Payee. Instead, the name of the Payee linked to the registered account will be displayed to the Payer, with only selected letters shown to safeguard customer privacy. This approach balances the use of real names as a safeguard against account impersonation, while being mindful of privacy considerations.

2 Previously, scammers could exploit the PayNow nickname feature by using the names of established entities or trusted individuals as their PayNow nicknames, enabling them to deceive victims into transferring money to fraudulent accounts. With this enhanced security measure, scammers will no longer be able to masquerade as legitimate entities or persons, significantly reducing their ability to deceive unsuspecting users through PayNow.

3 The nickname feature has been available since PayNow was launched in 2017. It was meant to address privacy concerns from customers who preferred not to display their registered account names when receiving payments via their mobile number or NRIC numbers. However, given the current scam landscape, the upcoming change is essential to safeguard the interests of PayNow users against scammers.

4 Currently, a retail customer's name that is linked to his or her registered account is displayed to the Payer by default, unless the customer sets a PayNow nickname. From 6 June 2026, all display names will be automatically updated to reflect selected letters of a retail Payee's registered account name with their financial institution during PayNow transfers. No action is needed by customers and all other aspects of receiving and transferring money via PayNow remain unchanged.

5 The following examples illustrate what the Payer will see when initiating a PayNow transfer to a retail Payee from 6 June 2026 onwards.

	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.LogXXXXXXXX

(Note: The names and nicknames used in this table are fictitious and are used solely for the purpose of illustration.)

6 Businesses using PayNow to receive payments via their UEN do not have access to the PayNow nickname feature and are unable to modify their registered account names.

7 Mrs Ong-Ang Ai Boon, Director of ABS, said, "Safeguarding consumers against scams is a top priority for the industry. While PayNow has made everyday payments more convenient, it is equally important that users can transact with confidence. Discontinuing the nickname feature removes an avenue that scammers can exploit while safeguarding customer privacy. This enhancement will help ensure that PayNow users continue to enjoy a secure and trusted payments experience."

About The Association of Banks in Singapore

The Association of Banks in Singapore (ABS) plays an active role in promoting and representing the interests of the banking community in Singapore. In doing so, ABS works closely with the relevant government authorities towards the development of a sound financial system in Singapore. Since its establishment in 1973, ABS has promoted common understanding among its members and projected a unifying voice on banking issues. It has brought its members closer together through various guidelines and banking practices as well as the support of projects of mutual benefit to face the challenges of the financial and banking community in Singapore. Today, ABS has a membership of more than 150 local and foreign banks.

Infographic

From 6 June 2026, PayNow Nicknames Will Be Removed

To strengthen protection against impersonation scams, selected letters of Retail Payee's name linked to the registered account will be automatically displayed.

After 6 June

Before 6 June

From
Savings Account 123- 456789-0

To
Jacq
+65 12345678

Comments
For family and gifts

What's changing?

- ✓ Retail PayNow users can no longer set a PayNow nickname
- ✓ Only selected letters of a Retail Payee's registered account name will be shown

What stays the same?

- ✓ Sending and receiving money via PayNow
- ✓ The full registered account name of Corporate Payees will still be displayed

PAYNOW

Review and Confirm

Transfer	SGD XXX
Payee gets	SGD XXX

From
Savings Account 123- 456789-0

To
ChXX ShX HuX JacquXXXXX
+65 12345678

Comments
For family and gifts

CONFIRM

Why this matters

- ⚠ Scammers have misused nicknames to impersonate legitimate entities or persons
- ⚠ This change helps everyone pay with greater confidence and safety, while still protecting privacy

A message by

Frequently Asked Questions

S/N	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 customers who preferred not 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 entities 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. This change results in greater transparency in payment identification, making it considerably more difficult for scammers to successfully impersonate trusted organisations or individuals through manipulated account names.</p>

S/N	Question	Answer																
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 adds friction 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 customised nicknames which may be fictitious.</p>																
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>Chen Shi Hui Jacqueline</td> <td>Jacq</td> <td>ChXX ShX HuX JacquXXXX</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.LogXXXXXX</td> </tr> </tbody> </table> <p><i>(Note: The names 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	Chen Shi Hui Jacqueline	Jacq	ChXX ShX HuX JacquXXXX	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.LogXXXXXX
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S/N	Question	Answer
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 (as a Payee) via PayNow will be shown selected letters of your name during a PayNow transfer.</p>
2	What happens to my current PayNow nickname?	Your existing PayNow proxy details will be automatically updated with your PayNow name displaying selected letters of your registered account name with your financial institution starting 6 June 2026. There is no action required on your part.
3	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.
4	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.
5	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.
6	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.
7	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.

S/N	Question	Answer									
8	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>Payees' Registered Account Name</th> <th>Payee' Registered Account Name with selected letters displayed, starting 6 June 2026</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>KO CHENG OR ZHEN SI HUI</td> <td>KX CHENXX OX 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 display of PayNow joint names may vary depending on your PayNow financial institution. The names used in this table are fictitious and are used solely for the purpose of illustration.)</i></p>		Payees' Registered Account Name	Payee' Registered Account Name with selected letters displayed, starting 6 June 2026	1	KO CHENG OR ZHEN SI HUI	KX CHENXX OX ZHXX SX HUX	2	ONG HUAN KEN OR ASHLEY HUANG	ONX HUXX KEX OX ASHXXX HUAXX
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9	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.</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.</p> <p>The above apply for all PayNow payment transfers initiated by you, including through Scan to Pay.</p> <p>Please be reminded to double-check who you are sending money to before making a transfer.</p>									
10	Why is my full name as a Payer being shown in full to my Payees?	<p>The display of selected letters of a retail user's PayNow name only applies when you are a Payee and recipient of payments. This is one of the many measures adopted to help combat impersonation scams and to safeguard customer privacy for Payees.</p> <p>As a Payer, your full account name will be shown in your Payee's bank statement and transaction records. This is currently how it is displayed and there is no change. The display of full account names of Payers is a standard practice across major payment schemes and supports a broad set of business use cases that require validation of a Payer's identity (e.g. brokerages that need to validate that investment funds came from a first party). It is also useful in cases of disputes and aid identification of potential scams or fraud where Payees can raise queries to their banks on funds transferred into their accounts from unknown Payers.</p>									

S/N	Question	Answer
For Corporates		
1	Will Corporate PayNow names be impacted?	<p>No. Businesses using PayNow to receive payments via their UEN do not have the PayNow nickname feature.</p> <p>As a Payee, the full registered account name of the businesses with their financial institution is currently displayed to Payers making payment to them. This remains and there is no change for Corporate PayNow names.</p>
2	How will this change impact Corporates?	<p>If your business is transferring funds to a retail Payee, upon entering the Payee's PayNow proxy to make payment, your business will only see selected letters of the Payee's name as their updated PayNow name. If your business is transferring funds to a corporate Payee, there is no change and your business will see the full registered account name of the Payee's business as per today.</p>
Cross-Border PayNow Payments		
1	Is there any impact to cross-border payments made via PayNow?	<p>The discontinuation of the PayNow nickname feature on 6 June 2026 only affects PayNow funds transfer from a domestic Payer to a domestic retail Payee.</p> <p>There is no change to cross-border payments made via PayNow e.g. PayNow-DuitNow, PayNow-PromptPay etc. Currently for the PayNow cross-border linkages, 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 a Payee per your PayNow financial institution's records will be automatically replaced with the symbol "*". This applies to all Payees of a PayNow cross-border funds transfer.</p>