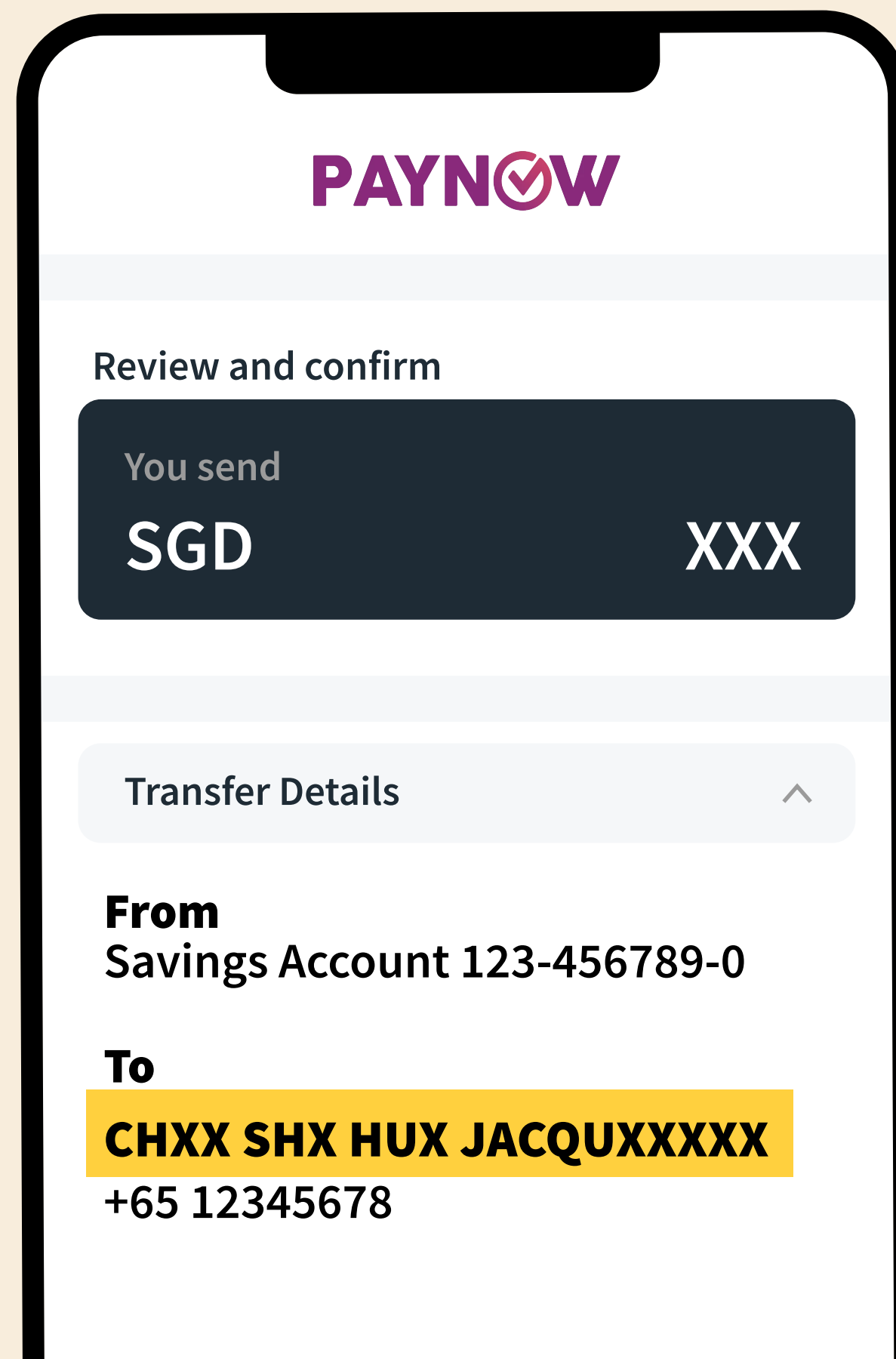


The PayNow nickname feature will no longer be available from **6 June 2026**

Selected letters of a payee's registered account name will be displayed during PayNow transfers instead.



What is changing



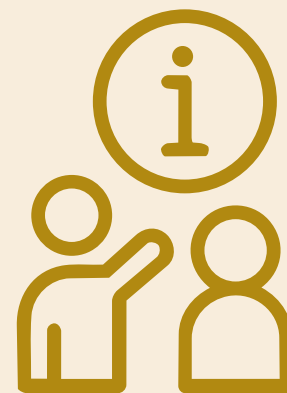
Effective from
6 June 2026



Users can no longer use a PayNow nickname.



Selected letters of a payee's registered account name will be displayed instead.



If your full name is currently displayed, selected letters of your registered account name will be shown instead.

Before 6 June

From

Savings Account 123-456789-0

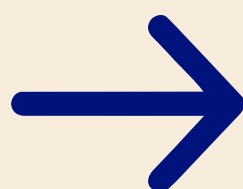
To

jacq

+65 12345678

Comments

For family and gifts



From 6 June

From

Savings Account 123-456789-0

To

CHXX SHX HUX JACQUXXXXX

+65 12345678

Comments

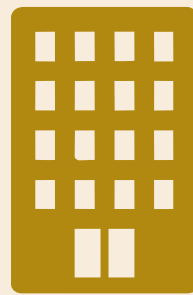
For family and gifts

Why is this change being introduced

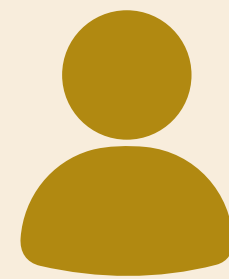
The change is intended to strengthen protection against impersonation scams. Previously, scammers have been exploiting customisable nicknames to impersonate:



**Government
Agencies**



Businesses



**Trusted
Individuals**



**Discontinuing the PayNow
nickname feature removes
one way in which scammers
can trick victims.**

Part of a broader anti-scam effort

The discontinuation of PayNow nicknames is part of a broader set of anti-scam safeguards, including:



Transaction limits



Cooling-off periods

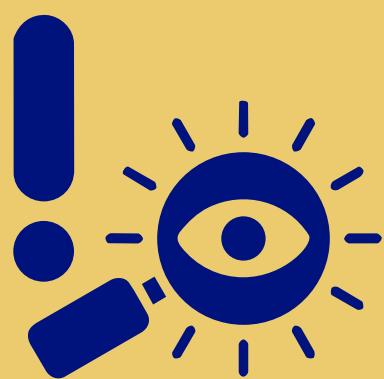


Fraud surveillance



Consumer education

These safeguards are continually enhanced to combat evolving scam typologies.



Scammers will continually find new ways to deceive victims. No single measure is sufficient on its own. Consumer vigilance remains key – do not place trust in someone just because he/she knows your name.

What this means for you



No action is required from you.



If you are used to seeing a payee's nickname before making a transfer, selected letters of the payee's registered account name will be displayed instead.



All other aspects of receiving and transferring money via PayNow remain unchanged.

Balancing privacy and protection



The display format balances privacy considerations with greater assurance that payments are being made to the intended recipient.