

FREQUENTLY ASKED QUESTIONS

1) What is NETS FlashPay?

NETS FlashPay is an existing feature on all HSBC Debit Cards. However, this feature will be removed from all HSBC Debit Cards that are issued, replaced or renewed from 14 December 2020 onwards. If you are holding a debit card with NETS FlashPay, you may continue to use it.

2) What are the implications of the removal of NETS FlashPay if I am an existing Debit Cardholder?

If you are holding on to an existing Debit Card with NETS FlashPay feature, you may continue to use the NETS FlashPay feature. However, any new Debit Cards that are issued, replaced or renewed will no longer have the NETS FlashPay feature.

3) If I wish to deactivate the NETS FlashPay auto top-up feature on my HSBC Debit Card, what should I do?

You may de-register the Auto Top-Up at selected NETS Self Service Stations/Top-Up Machines or NETS Customer Service Centre.

For NETS Self Service Stations or Top-Up Machines with de-registration function available, please select "Auto Top Up" on the terminal menu, followed by "De-registration".

4) If I am holding on to a Debit Card with NETS FlashPay, how can I switch from NETS FlashPay to SimplyGo?

Switching of NETS FlashPay to SimplyGo will have to be done at General Ticketing Machine located at any MRT station. You may follow the instructions on the screen.