

Frequently Asked Questions (FAQ)

<p>1. Someone claimed to be authorised personnel from the bank contacted me and required my (One Time Password) OTP to enhance my app security. Should I give out my OTP?</p>	<p>No. An authorised personnel will never request OTP from you as it is confidential information and should never be disclosed to anyone. You should end the call right away.</p> <p>Note: We would only reach out to you if you have engaged with us via our in-app chat service.</p>
<p>2. I received a call asking for my OTP claiming that I've won cash prizes. Should I give out my OTP?</p>	<p>No. An authorised personnel would never ask you for your OTP.</p>
<p>3. I just got an SMS with a link to a website claiming I won money. Is this true?</p>	<p>No it is not. Banks and financial services do not give out random cash prizes nor send you any SMSes with a provisional link to other websites.</p>
<p>4. I received a WhatsApp call from someone claiming that my SIM card was selected as the winner in a contest. I was asked to provide my IC number, is this a scam call?</p>	<p>Yes, that is a scam call. Banks and financial services do not contact users via WhatsApp voice calls. You are advised to hang up immediately.</p> <p>Note: It's good to note if you did not participate in any contest, it is unlikely you will receive cash prizes.</p>
<p>5. Someone just sent me a link to a website asking me to donate money. Should I donate?</p>	<p>Before you decide to donate, keep in mind two things:</p> <ul style="list-style-type: none"> ● We will never send you an SMS or call to ask for donations. ● BigPay donation initiatives are communicated through social media and in-app messaging.

<p>6. I got an email stating the phone number linked to my BigPay account has been changed but I did not do that, what should I do?</p>	<p>If you did not make that change, contact us via the in-app live chat, or send us a private message through our official social media channels. You can also talk to us by calling the number on the back of your card BigPay card.</p>
<p>7. I got an email from BigPay, how do I verify it is indeed BigPay sending me an email?</p>	<p>Any email from BigPay will end with the domain @bigpayme.com. If you're ever in doubt, talk to us in the app or reach out via any of our official social media channels to get clarification.</p>
<p>8. Can I sign up for BigPay through a third party service or agent?</p>	<p>No. BigPay does not have any authorized third parties or agents that processes sign ups on behalf of users. All sign ups must be done by the account owners through the BigPay app and nowhere else.</p>
<p>9. Can I top up my BigPay through a third party service or agent?</p>	<p>No. BigPay does not have/authorize any third party to top up on users' behalf. Users can top up with personal banking options. If in doubt, talk to us via our in-app chat service, our customer support is ready to help you.</p>