

MyDebit Cross-Border Point-of-Sale (CBPOS) Sunsetting Notification FAQ

1. Can I still use my MyDebit card in Singapore after 30th September 2025?

- Yes. Your MyDebit card will remain fully functional and can continue to be used at NETS terminals across Singapore.

2. Will I be charged extra fees for using my MyDebit card in Singapore?

- From 30 September 2025, transactions using MyDebit cards at NETS terminals will be processed as international transactions. Depending on your bank's policy, this may result in additional foreign transaction fees.

3. Who are the international payment networks?

- Your payments will be processed through the international payment network associated with your card, such as Visa, Mastercard, or others, depending on the card issuer.

4. Is there an alternative way to pay at NETS terminals?

- Yes. Malaysians travelling abroad can use their local participating banking app or e-Wallet to scan the NETS QR code at checkout across Singapore to pay for a quick and convenient experience.

5. Do I need to take any action to continue to use my card?

- No action is required. You can continue to use your MyDebit card as usual

6. Who should I contact if I have any questions regarding the use of my MyDebit card for international transactions?

- Please contact your card-issuing bank for assistance.

7. What rate will my transactions be converted at?

- Your transactions will now be converted using your bank exchange rates. Please contact your card issuer for more information.

8. Can I still use my debit card at ATMs in Singapore?

- Yes. You can continue to use your MyDebit card at ATMs in Singapore. Please note that additional fees may apply depending on your bank's policy.

9. What should I do if my card is declined?

- If your card is declined, please contact your card-issuing bank's customer service for assistance.

10. Will this only apply to Singapore?

- Yes, this update only applies to MyDebit transactions in Singapore.