



GXS Biz Account



- **Open a GXS Biz Account**

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- Can a company with a single director open a GXS Biz Account?
 - Can I apply for a joint GXS Biz Account?
 - Can I open more than one GXS Biz Account?
 - Can you onboard a company that has a corporate shareholder?
 - Do I have to submit any documents to open a GXS Biz Account?
 - Do I need to make a minimum deposit to open a GXS Biz Account?
 - How do I apply for a GXS Biz Account?
 - How many users can operate the GXS Biz Account and GXS FlexiLoan Biz?
 - How will I know when my GXS Biz Account is opened?
 - I've submitted my application, but my account isn't open yet. How do I check the status?
 - Is there a detailed guide I can refer to for opening a GXS Biz Account?
 - I closed the GXS Bank app while applying for a GXS Biz Account. What should I do?
 - I encountered an error while applying for a GXS Business Banking account for my newly registered business. When can I reapply?
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I recently registered a new business entity with ACRA. Why isn't the business name appearing on the GXS Bank app?

- My company has foreign directors and/or shareholders. Can the company still be onboarded?
 - My GXS Biz Account application has been approved. How soon can I start using it?
 - What do I need to open a GXS Biz Account?
 - What is GXS Biz Account?
 - Why did the GXS Bank app say that my company is not eligible to onboard?
 - Why wasn't my application for a GXS Biz Account approved immediately?
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- **GXS Biz Account Interest & Fees**

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- Are there any service charges or fees with my GXS Biz Account?
 - How is daily interest calculated for GXS Biz Account?
 - Is there a service or fall below fee for GXS Biz Account?
 - When will the earned interest be credited to my GXS Biz Account?
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- **Fund GXS Biz Account**

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- Are my GXS Biz Account deposits with GXS Bank protected or insured?
 - How can I withdraw cash from my GXS Biz Account?
 - How do I fund my GXS Biz Account?
 - How do I transfer funds to and from my GXS Biz Account?
 - Is there a maximum amount I can deposit in my GXS Biz Account?
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- **Manage GXS Biz Account**

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- How do I check my GXS Biz Account balance?
 - How do I check the account transactions in my GXS Biz Account?
 - How do I receive push notifications for payments to and from my GXS Biz Account?
 - How do I request an audit confirmation?
 - How do I set or change my GXS Biz Account daily fund transfer limit?
 - How do I set up GIRO arrangements with my GXS Biz Account?
 - I've transferred funds to my GXS Biz Account via GIRO. When will the funds be credited to my account?
 - If my GXS Biz Account has been suspended, will I continue to earn daily interest?
 - Is my GXS Biz Account bank transfer limit a daily or monthly limit?
 - What are the different fund transfer limits for my GXS Biz Account?
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- What should I do if there is a change of directorship for my company?
 - What should I do if there is a change of shareholder or shareholding for my company?
 - What will happen to my GXS Biz Account if I am declared bankrupt?
 - Where can I obtain a copy of the Certified Extract of Board Resolutions for my GXS Biz Account application?
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- **GXS Biz Account Payments**

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- Are there any fees involved for using Scan QR?
 - Can I change my PayNow name?
 - Can I delete a scheduled transfer?
 - Can I download and print my QR code to receive money?
 - Can I impose a surcharge or fee on a customer who wishes to pay me via PayNow?
 - Can I schedule future or recurring FAST/ PayNow transfers?
 - Can I show my QR code to receive money?
 - Does the QR code from 'Share QR' expire or have a validity period?
 - Does the removal of PayNow nicknames affect how my business is identified by customers?
 - Do I need to register for PayNow to transfer funds from my GXS Biz Account?
 - How can I edit the details of my scheduled transfer?
 - How can I use the Recent and/or Favourite recipient tabs?
 - How do I add a Favourite recipient for my GXS Biz Account?
 - How do I register / deregister for PayNow?
 - How do I remove a Favourite recipient from my GXS Biz Account?
 - How do I set an amount to the PayNow QR code that I've created?
 - How do I transfer funds to my Favourite recipient?
 - How do I view my Favourite recipients?
 - How do I view my scheduled transfers?
 - How many Favourite recipients can I add to my GXS Biz Account?
 - How to edit my Favourite recipient's nickname?
 - Is there a cooling-off period after I add a Favorite recipient for my GXS Biz Account?
 - Is there a daily limit for outgoing PayNow transactions when I use Scan QR on the GXS Bank app?
 - I see 2 sections under the 'Send Money' screen. What is 'Recent' and what is 'Favourite'?
 - My outgoing PayNow transaction failed but money was deducted from my GXS Biz Account. Will I get a refund?
 - What do I need to confirm before sending money via Scan QR?
 - What info do I need to be sure of before sending money via Scan QR?
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What is a scheduled transfer?

- What QR codes are supported by the GXS Bank app for payment purposes?
- Why are registered names displayed instead of nicknames when making PayNow transfers?
- Why can't I link my GXS Biz Account to PayNow?

• **GXS Biz Account Statements**

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- Are GXS Biz Account e-statements considered certified or authorised statements?
- Can I have GXS Biz Account physical statements mailed to my address?
- How do I download my GXS Biz Account monthly statements?
- How do I view my GXS Biz Account details?
- How do I view my GXS Biz Account transaction history?
- How long will my GXS Biz Account monthly statements be available on the GXS Bank app?
- If I didn't make any transactions in my GXS Biz Account, will e-statements be generated?
- What formats can I download my GXS Biz Account e-statements in?
- When are GXS Biz Account e-statements generated?
- Will I receive any notifications when my GXS e-statement is ready for viewing?

• **Close GXS Biz Account**

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- How do I close my GXS Biz Account?

• **Keeping your GXS Biz Account Payments and Money Secure**

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- How do I report an alleged fraud attempt or scam?
- How will I be notified of my GXS Biz Account transactions?
- What are my responsibilities as a Protected GXS Biz Account holder?
- What are some of my responsibilities before using any E-Payment?
- What are the E-Payments User Protection Guidelines?

• **Grab & Singtel Experiences**

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- Am I able to apply for a GXS Biz Account from my Grab Merchant app?
- How do I redeem my Singtel rewards as a GXS Business Banking customer?
- How do I use my newly opened GXS Biz Account as my Grab Merchant settlement account on my Grab

Merchant app?

- I am a GrabFood and GrabPay merchant, and a GXS Biz Account customer. Can I receive benefits from both GrabFood and GrabPay merchant programs?
 - I am a GrabFood merchant with multiple outlets, and a GXS Biz Account customer. Will all my outlets qualify for the reward?
 - I am a new Grab Merchant and GXS Biz Account customer, am I eligible for the activation fee rebate?
 - I had redeemed an earlier Grab reward under the Biz Ecosystem Rewards, am I eligible for this new reward?
 - What Grab rewards can I look forward to as both a GXS Business Banking customer and a Grab Merchant?
 - What rewards can I look forward to as both a GXS Business Banking customer and a Singtel customer?
 - When I access my GXS Biz Account from the Grab Merchant app, am I providing my banking account information to Grab?
 - Which Grab Merchant benefits am I eligible for?
 - Who can I contact if I have more questions about the Grab merchant benefits?
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