National University Hospital

NUH PAYNOW REFUND

Frequently Asked Questions (FAQs):

Q1) What is PayNow refund and how does it work?
A: Through PayNow refund, any excess amount from deposits furnished to the hospital, or overpayment will be digitally transferred to your PayNow account that is linked to your NRIC/FIN. This is new service to start from 1 Jan 2024 for selected Singaporeans and Permanent Residents patients with a valid PayNow-NRIC/FIN account.

Q2) How do I find out which bank account the refund will be deposited into?
A: The refund will be deposit into the bank account that you have registered with for your PayNow using NRIC/FIN. You may log into your bank's mobile or internet banking app or website to check your PayNow profile.

Q3) How can I register/ link my PayNow with NRIC/ FIN?
A: You may refer to your respective bank's website for specific details on how to link your NRIC/FIN to PayNow. If you do not have internet or mobile banking, you can contact your bank directly to register for PayNow-NRIC/FIN.

Q4) How will I be notified when the PayNow refund is complete?
A: An SMS with the refunded amount and date of refund will be sent to patient's registered mobile number with NUH. For further enquiries about your refund, you may submit a request via https://for.sg/askrefund.

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