

## PayCollect Terms and Conditions

1. NETS PayCollect SMS will be sent if the outstanding amount payable and due from patient is more than SGD2.
2. NETS PayCollect SMS will be sent to the patient's local issued mobile number (starting with "8"/ "9") registered in our system.
3. NETS SMS notifications will be sent for consultations at NUH Specialist Outpatient Clinics or through TeleConsult, and Medication Home Delivery services.
4. The NETS SMS notifications will be sent within 7 working days from the date of consultations at NUH Specialist Outpatient Clinics or through TeleConsult, and/or date of tax invoice for Medication Home Delivery services.
5. You may receive the SMS notification before your physical bill.
6. You may call our Billing and Payment Enquiries hotline at 6407 8138 (Mon – Fri : 8.30am to 5.30pm, Sat : 8.30am – 12.30pm) or email to [payment@1fss.com.sg](mailto:payment@1fss.com.sg) for the updated bill after payment.
7. You may refer to <https://www.nuh.com.sg/i-want-to/Pages/contact-NUH.aspx> for the contact information of all other services and facilities for your treatment, or consult related queries.
8. You may refer to the PayCollect FAQ available here: <https://www.nuh.com.sg/i-want-to/Documents/PAYCOLLECT%20FAQ.pdf>.