

ZOOM – Frequently Asked Questions

1. What is ZOOM?

ZOOM is a fast and convenient way for you to pay for selected outpatient services at the National University Hospital, with your preferred credit/debit card (Visa/Mastercard), without having to queue for payment.

It can be effected conveniently with just a one-time application. ZOOM can be used to pay for services at:

- Specialist Outpatient Clinics (SOCs)
- Rehabilitation Centre
- Department of Dietetics
- Department of Diagnostic Imaging
- Pharmacy (for prescribed medication only)

The hospital bill incurred for the above services will be mailed to your registered address. Zoom eliminates the need to wait for payment and you may now leave right after your appointment.

Application enquiries

2. How do I sign up for ZOOM?

Step 1: Download and complete the application form available at www.nuh.com.sg/zoom.

Step 2: Upload and submit the completed form by scanning the QR code below or via online form at <https://form.gov.sg/#!/5f916062b51de900120c67c1>.

Note: The application is free and the activation will be within 3 working days following the issuing bank's verification.



3. Can I sign up for ZOOM using more than 1 card?

You may register one credit/debit card for each patient account.

4. Can I use the same card to pay for bills other than my own?

Yes, please submit a separate application form for each patient account.

5. Can I sign up for ZOOM if I am a foreigner?

Yes, as long as you have a valid local mailing address and a locally issued credit/debit card (Visa/Mastercard).

Billing enquiries

6. When will my card be charged?

Your credit/debit card will be charged based on the amount incurred on the day of the visit. The deduction will take place within 2 working days from visit date. Due to processing lead time, the transaction date reflected in your credit/debit card statement may not be the same as the patient's visit date. The updated invoice will be sent to the patient's address in our records after the deduction is processed.

7. If I have questions regarding my bill, what should I do?

For any queries, please contact us at 6407 8138 or email: payment@1fss.com.sg. Our contact information can be found on your invoice for your easy reference.

8. A portion of my bill is covered by other payment mode(s) Medisave/Civil Service Card/my company etc.). How will my bill be settled if I were to sign up for ZOOM?

Only the balance amount of the bill that is not covered by any other payment mode(s) will be settled via ZOOM.

Other enquiries

9. Does ZOOM have an expiry date? How do I change my Credit Card details?

Zoom will expire upon:

- the expiry of the registered credit card, or
- cancellation, in writing, by the credit card holder.

You may complete the application form again to update us on the new expiry date of the existing card or new credit card details. The details in the new application form will supersede the earlier credit card details given to our hospital.

10. What if I want to terminate my ZOOM account as I am no longer seeking treatment in NUH?

Please email your request to terminate to payment@1fss.com.sg. Termination will be effected within 3 working days upon receipt of your written instructions.

For more enquiries on ZOOM, please contact us at 6407 8138. Our operating hours are:

Mon – Fri : 8.30am – 5.30pm

Sat : 8.30am – 12.30pm

We are closed on Sundays and public holidays.