

## Frequently Asked Questions

### 3 Months' Free Terminal Rental

#### 1. How do I become eligible for this promotion?

To be eligible for 3 months' free rental, you will need to complete all of the following steps during **14 May to 31 December 2019**.

##### **Steps:**

1. Register for a NETS terminal through our online portal [here](#).
2. Check for a successful application [here](#).
3. Given the successful application **during** promo period.
4. Collect your terminal(s) **within 2 weeks** of successful application.

If you do not have a successful application during the stated period or collect your terminal(s) in time, you will not be eligible for the free rental.

#### 2. Who can participate in this?

Only merchants who are completely new to NETS will be able to enjoy this deal.

#### 3. Do I have to collect the terminal(s) or can I request for delivery?

Request for delivery & installation is not applicable here; **only self-collection**. You will be required to:

1. Collect your terminal(s) from:  
**NETS Customer Service Centre** located at:  
298 Tiong Bahru Road #06-01  
Central Plaza  
Singapore 168730
2. Bring the following:
  - a. Original copy of GIRO form
  - b. \$200 deposit (by cheque or NETS payment at our Customer Service Counter)

#### 4. What will I need to register for a NETS POS terminal online?

For ACRA registered companies:

1. ACRA details
2. \$200 cheque deposit
3. A DBS/OCBC/UOB bank account statement

For Non-ACRA registered companies:

1. NRIC details
2. NEA license
3. A DBS/OCBC/UOB bank account statement

#### 5. Do I need a specific bank account to register?

You will require a corporate DBS/OCBC/UOB bank account to register for a NETS terminal online.

#### 6. What kind of NETS terminal will I have to register for and what can it do?

You can only register for a wireless NETS terminal from our online portal. You may go to the following link for more information on terminal.

<https://www.nets.com.sg/business/fandb-solutions/nets-pos/>

Note that all applications will be for a permanent NETS terminal.

**7. How many terminals can I sign up for? And can I enjoy 3 months' free rental for all?**

You may sign up for a maximum of 5 terminals and you will be able to enjoy 3 months' free rental for all.

However, all 5 terminals will need to be registered on the first online registration. You will not be able to apply through the online portal for additional terminals as you will already be recognized as a NETS merchant.

**8. I tried to register online but I can't seem to get through.**

Only merchants who are new to NETS are able to register through our online portal. If you cannot get through, this means you have had a NETS terminal before and are not a new NETS merchant.

**9. I terminated my NETS account over a year ago, can I still qualify as a new NETS merchant?**

No, our system still recognizes you as a previous NETS merchant and not a new one.

However, you may still request for a NETS terminal via our Contact Us page [here](#).

**10. Can I still enjoy 3 months' free rental if I collect after 2 weeks of successful application?**

No you will not. However, you will still be able to collect your NETS terminal from the NETS Customer Service Centre.

**11. Will I still enjoy the 3 months' free rental if I terminate early?**

Yes, you may terminate your terminal(s) early and still enjoy the first 3 months' free. However, please note that there is a penalty fee to pay if you terminate before the first 6 months.

**12. I just became a NETS merchant, can I cancel and register to enjoy this promotion?**

No, our system has already recognized you as a previous NETS merchant and not a new one.

**13. What is the rental fee?**

Rental fee refers to the subscription fee of the terminal.

**14. Can I decide which 3 months can be free for me?**

No, it will automatically be the first 3 months.

**15. When will the free 3 months kick in?**

The free rental will kick in the moment you collect your terminal from NETS Customer Service Centre.

**16. How do I check if my application status is successful?**

You may check your status here:

<https://signup.nets.com.sg/CustomerSelfService/CheckStatus>

**17. I applied on the last day of promotion period, do I still enjoy the free rental?**

As it will take at least 1 full working day to process your application, you will not be able to enjoy the free rental. Please note, you are required to have a successful application during the promotion period to enjoy this deal.

The full terms & conditions can be found [here](#).