

# CHANGI Pay

## Frequently Asked Questions

Updated 22 April 2021

# Changi Pay Outlet Acceptance:

*Accurate as at 22 Apr 2021, outlets may be opened/closed after 22 Apr 2021*

## Hub & Spoke Café

### Terminal 1 Transit:

- 4 Fingers Crispy Chicken
- Aerotel
- Bacha
- Burberry
- Coach
- Charles & Keith
- Chow Tai Fook
- Fendi
- Food Gallery Menu of Colors
- Gassan
- Gucci
- Kaboom
- Lotte
- MCM
- Moncler
- Omega

- Taste Singapore
- The Cocoa Trees
- The Shilla Duty Free Cosmetics and Perfume
- Tory Birch
- TWG
- WH Smith

### **Terminal 1 Public:**

- Ma Mum To-Go
- The Green Market & Root98
- WH Smith

### **Terminal 3 Transit:**

- Bacha
- Burberry
- Encik Tan
- Fashion Avenue
- Hudsons Café
- Kaboom
- Lotte
- Maison De Chronus
- MCM

- Rolex
- Sprint-Cass
- Subway
- The Cocoa Trees
- The Shilla Duty Free Cosmetics and Perfume
- TWG
- Victoria's Secret
- WH Smith

### **Terminal 3 Public:**

- 4 Fingers Crispy Chicken
- Anjie
- Baggage Storage
- Bengawan Solo
- Boarding Gate
- Canton Paradise Congee & Noodle Bar
- Central Thai
- Collins
- Eu Yan Seng
- Fragrance
- Kidztime

- Le Shrimp Ramen
- O'Coffee Club
- Old Town White Coffee
- Paradise Dynasty
- Paris Baguette
- Saap Saap Thai, Saap Saap Thai Desserts
- Sift & Pick
- Tai Cheong Bakery
- The Cocoa Trees
- The Digital Gadgets
- The Planet Traveller
- The Shilla Duty Free Cosmetics and Perfume

## **Jewel:**

- Action City Kafe
- Andersen's of Denmark
- Aptimos
- APM Monaco
- Aroma Truffle
- Arteastiq

- Beauty in the Pot
- Bengawan Solo
- Boarding Gate
- Burger & Lobster
- Chalone
- Charles & Keith
- Chow Tai Fook
- Coffee@Works
- Cuttour Hair Studio
- Expressions
- Eu Yan Seng
- Four Seasons Restaurant
- KLOSH
- Lady M
- Luke's Lobster
- Maison de PB
- myEureka
- Nam Kee Pau/Hong Kong Egglet
- Nectar
- Ning Foot & Back Spa
- O'Coffee Club Roastery

- O'Coffee Club Express
- Paradise Classic and Lenu
- Paris Baguette Signature
- Pazzion / Pazzion Café
- Pedro
- Perch/1855
- Pink Fish
- Pizza Maru
- Privé
- Rabeanco
- Sanook Kitchen
- Saap Saap Thai
- Song Fa Bak Kut Teh
- Subway
- Taste Singapore
- The Shirt Bar
- Times Junior
- Tonito
- White Restaurant
- Yacht 21

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## Disclaimer:

The payment services relating to the use of Changi Pay are provided by Liquid Group Pte Ltd (“Liquid”), and not Changi Airport Group (Singapore) Pte Ltd (“CAG”). CAG is marketing the aforesaid payment services on behalf of Liquid. The payment services relating to CAG-issued e-vouchers are provided by CAG. Both Liquid and CAG are currently exempted by the Monetary Authority of Singapore from having a payment services licence. Please refer to the Changi Pay terms and conditions for more details.

# 1. About Changi Pay

## What is Changi Pay?

A: Changi Pay is a digital e-wallet to improve your payment and shopping experience at Changi Airport and Jewel Changi Airport (“**Jewel**”). Changi Pay is free to sign up and is available in iChangi app.

- ✓ It allows you to seamlessly make payment for your purchases at Changi Airport and Jewel with your credit cards and e-vouchers that are available in Changi Pay
- ✓ Changi Rewards points will be awarded to you automatically if you make eligible payments using Changi Pay. You do not need to go through the hassle of scanning your Changi Rewards e-card or presenting your physical Changi Rewards card at the cashiers to earn Changi Rewards points.
- ✓ With e-vouchers at your fingertips, you will not miss out on special deals.
- ✓ Having a wallet (Changi Pay) to hold all your vouchers, you would not lose any vouchers ever again.

The payment services relating to the use of Changi Pay are provided by Liquid (except in respect of CAG-issued e-

voucher(s), where relevant). Please refer to the Changi Pay terms and conditions for full details.

## **Where can I use Changi Pay?**

A: Changi Pay is accepted at selected merchants at Changi Airport and Jewel. More merchants will be accepting Changi Pay progressively.

## **2. Signing up for Changi Pay**

### **Where can I download the Changi Pay app?**

A: Changi Pay is available as a feature in CAG's iChangi app. You are not required to download another app for Changi Pay. iChangi app is available for download on the Apple App Store and Google Play.

Apple App Store:

<https://apps.apple.com/sg/app/ichangi/id391730848>

Google Play:

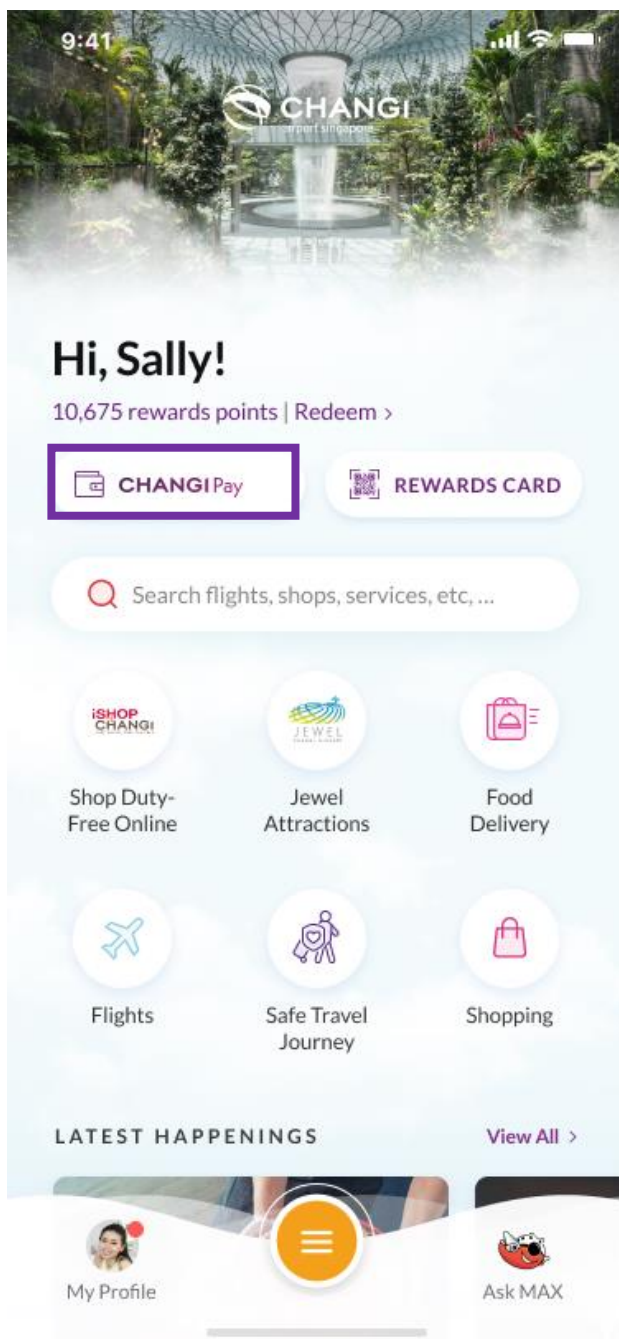
[https://play.google.com/store/apps/details?id=com.changiairport.cagapp&hl=en\\_SG](https://play.google.com/store/apps/details?id=com.changiairport.cagapp&hl=en_SG)

Huawei App Gallery:

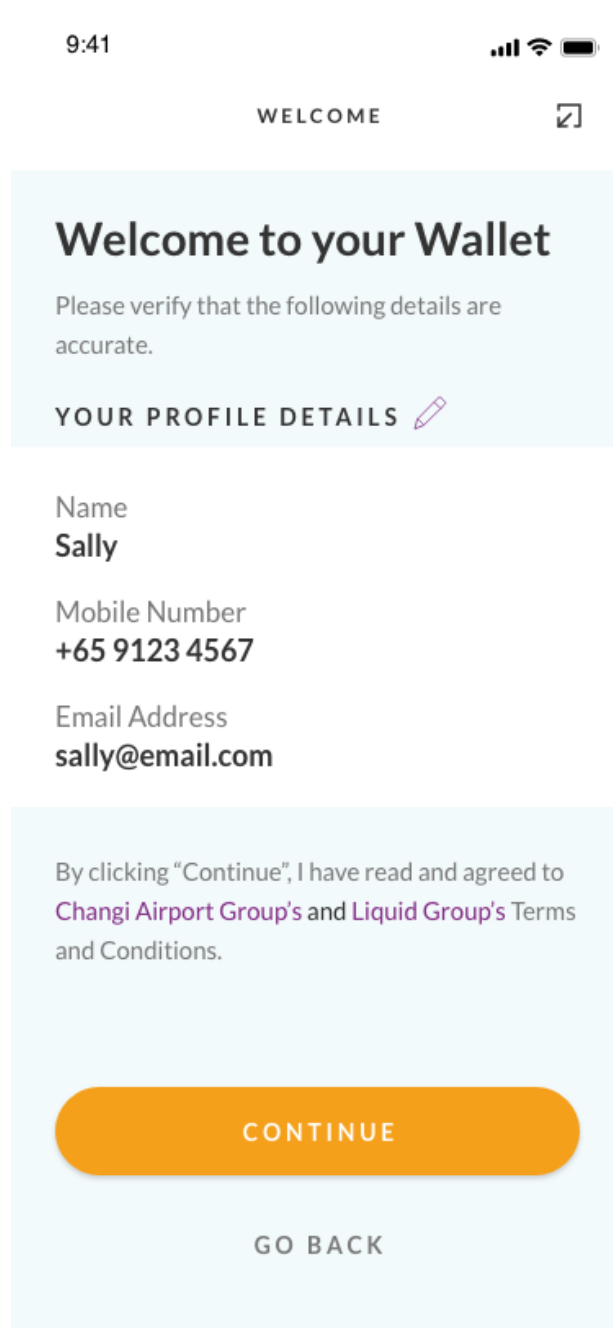
[https://appgallery.huawei.com/#/app/C102960227?sharePrepath=ag&locale=en\\_GB&source=appshare&subsource=C102960227](https://appgallery.huawei.com/#/app/C102960227?sharePrepath=ag&locale=en_GB&source=appshare&subsource=C102960227)

## How do I sign up for Changi Pay?

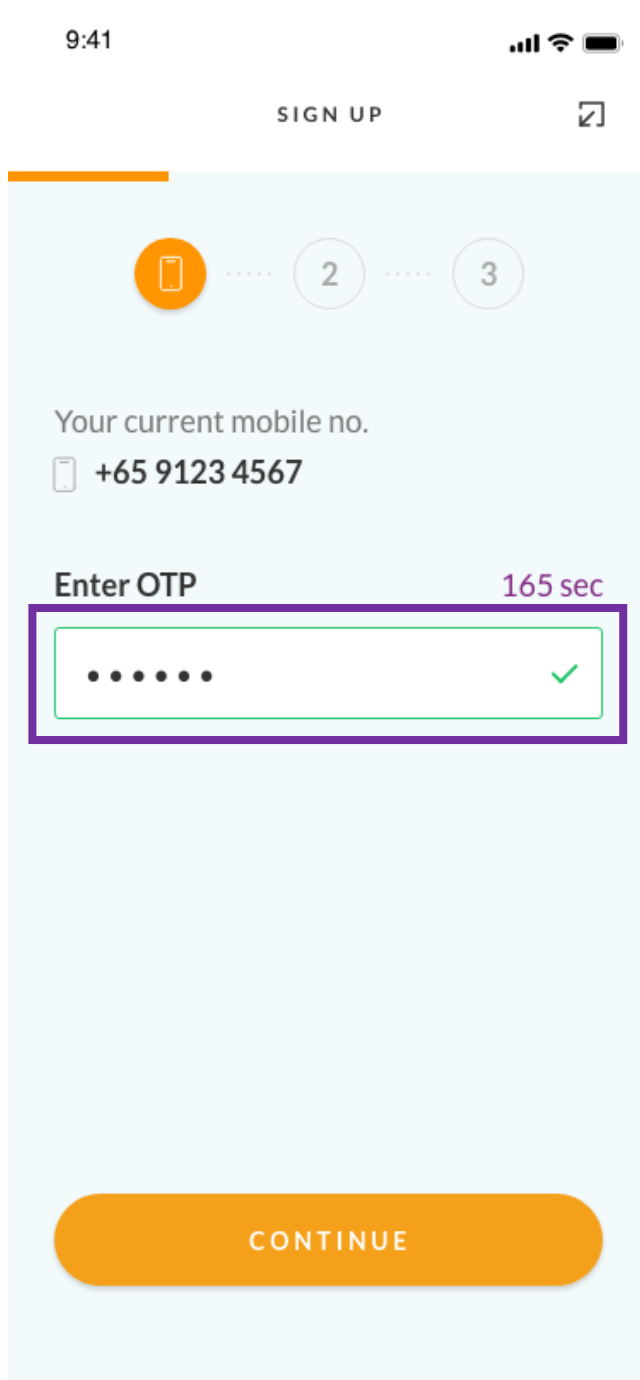
A: Please follow the steps below to sign up for Changi Pay  
*(Before you sign up for Changi Pay, kindly ensure you have a Changi Account, refer to FAQ 2.3 if you are not one) :*



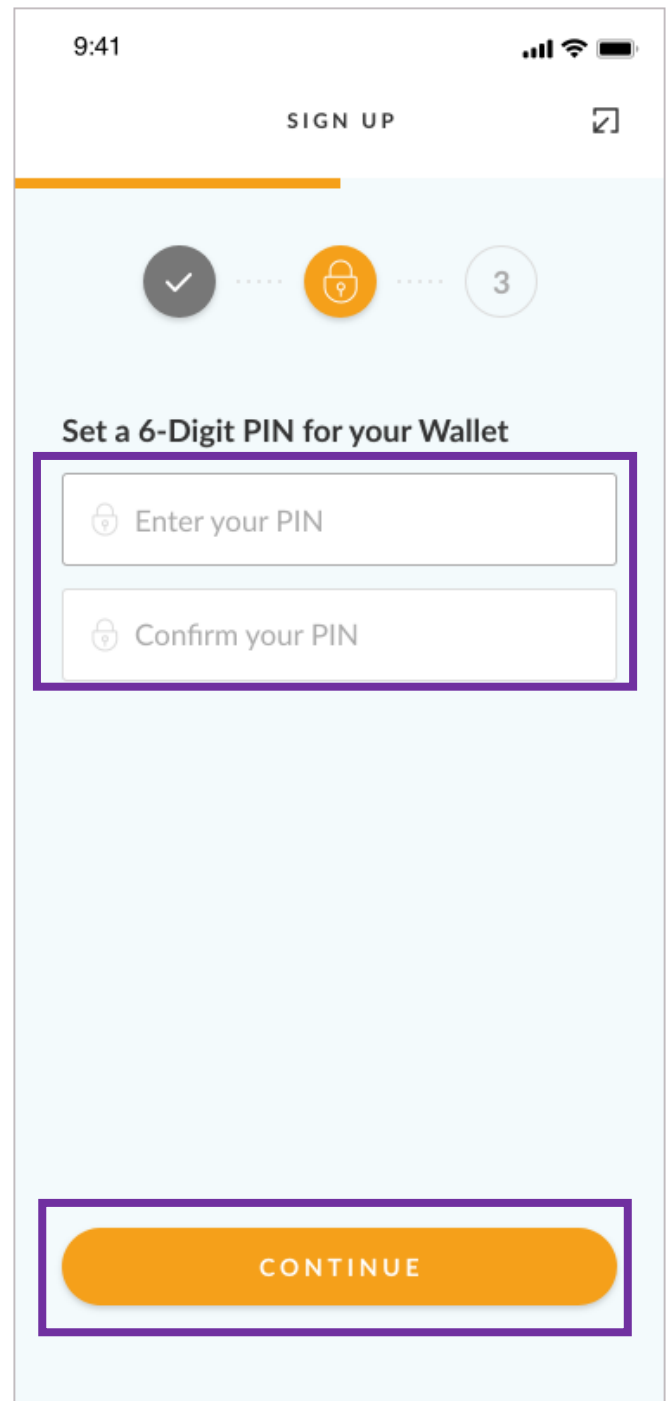
1. Sign in to iChangi app. At the home page, select **“Changi Pay”**.



2. Verify your personal information

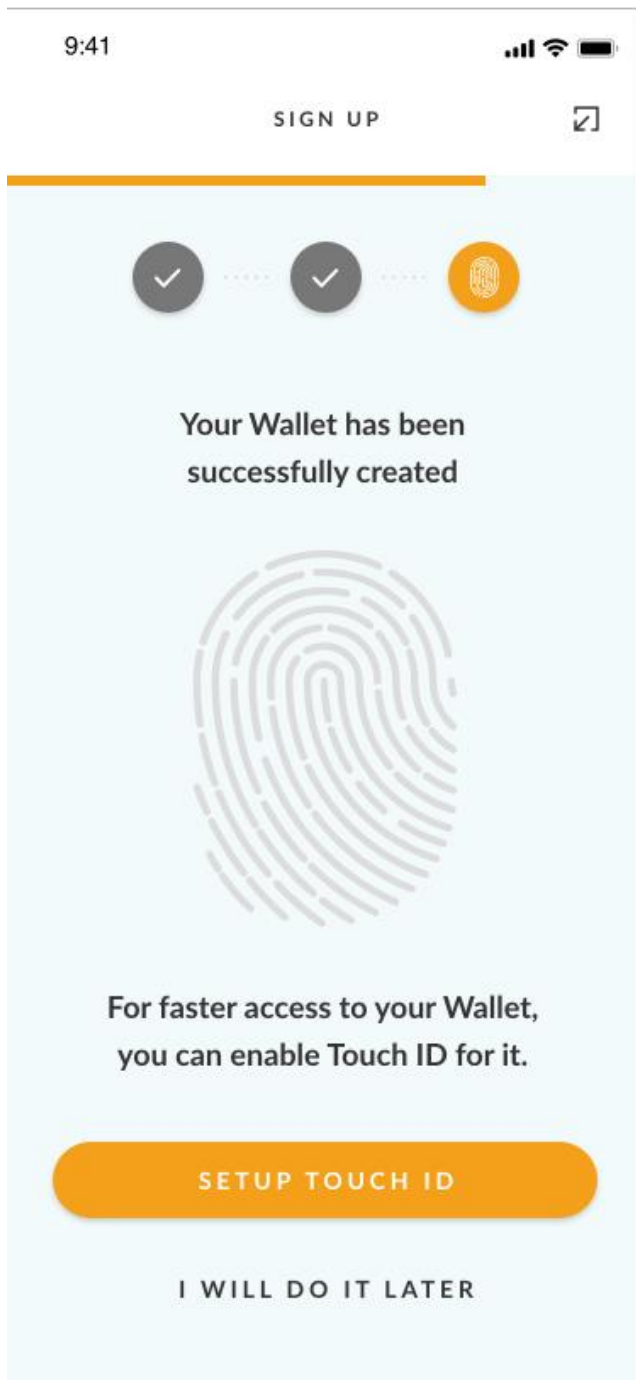


3. Enter the OTP sent to your mobile number. We need to verify that the mobile number belongs to you.

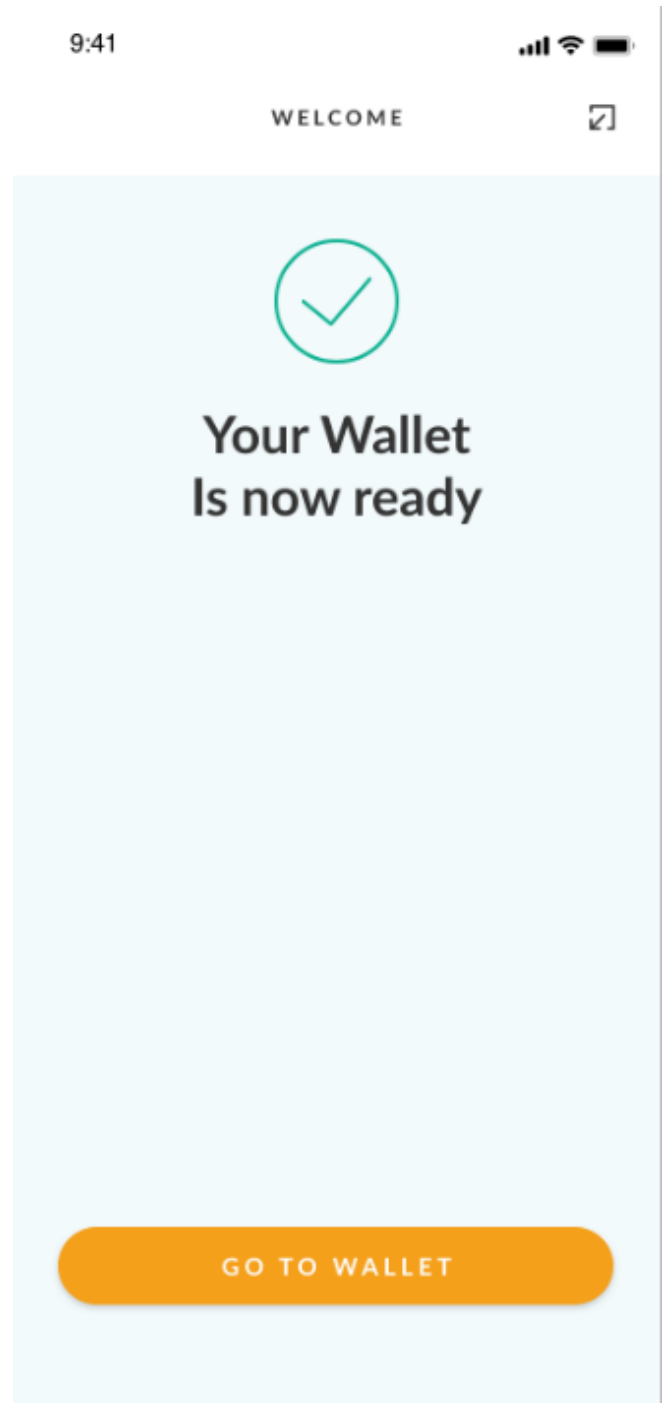


4. Set up your 6-Digit PIN and select **“Continue”**.





5. For faster access to Changi Pay, set up Touch ID. For users of mobile phones with Face ID, you will set up Face ID.



6. You are now ready to pay seamlessly with Changi Pay.

## **Can I use Changi Pay without a Changi Account?**

A: Changi Pay is a feature made available to Changi Account members, thus it is a requirement for you to have a Changi Account. To sign up for a Changi Account, please proceed to:

<https://login.changiairport.com/en/account/register/>

Changi Account is a digital account service that enables you to connect and transact on Changi Airport's digital portals with just one username and password. For more information about the Changi Account, please refer to:

[https://login.changiairport.com/static/login/files/faqs\\_en.html](https://login.changiairport.com/static/login/files/faqs_en.html)

### **3. My Changi Pay Account**

#### **I have already logged in to the iChangi app, why do I still need to log in to Changi Pay?**

A: This is an additional security measure to protect your payment information in Changi Pay.

## **Why am I always auto-logged out of Changi Pay?**

A: As a security measure, you are always auto-logged out after a period of inactivity.

## **Why do I need a 6-digit PIN when I have already registered my fingerprint or face to log in to Changi Pay?**

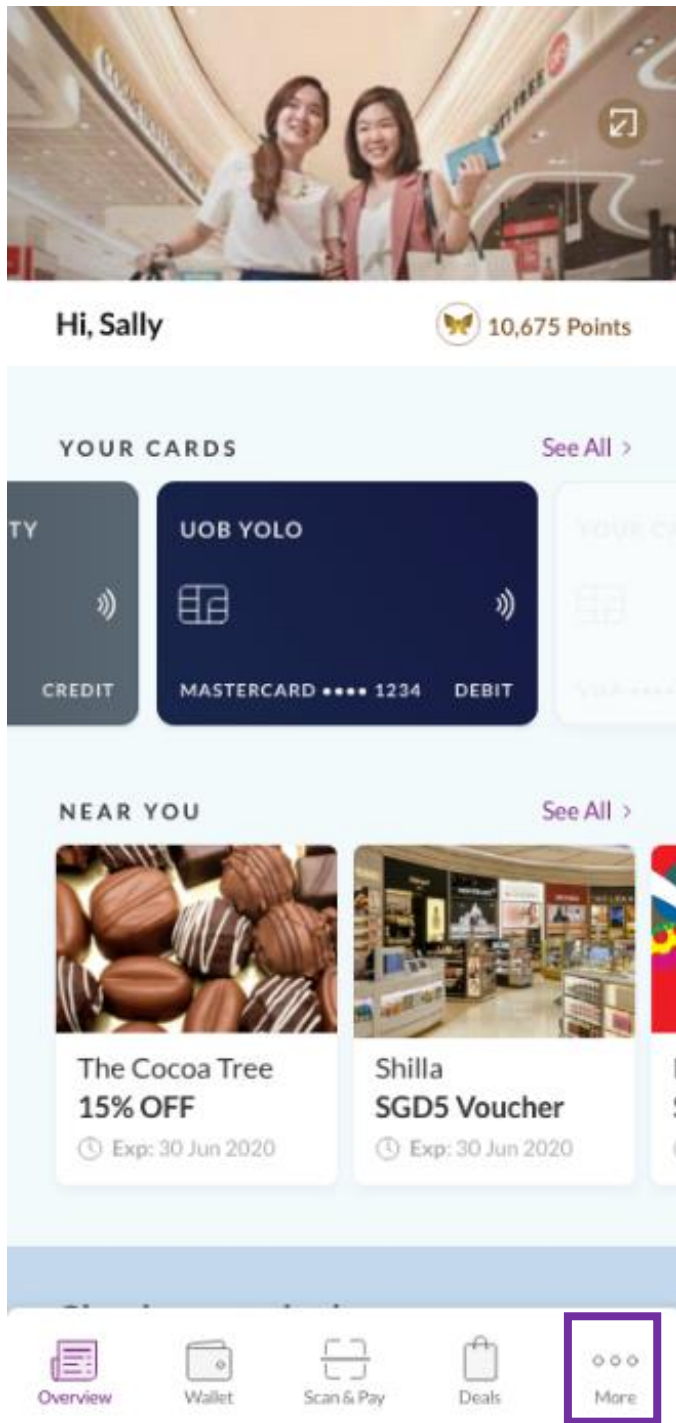
A: If you have already registered your fingerprint or face to log in to Changi Pay, the 6-digit PIN acts as a backup option in the unlikely event that fingerprint or face ID log in does not work.

## **Does Changi Pay store my fingerprint or face information?**

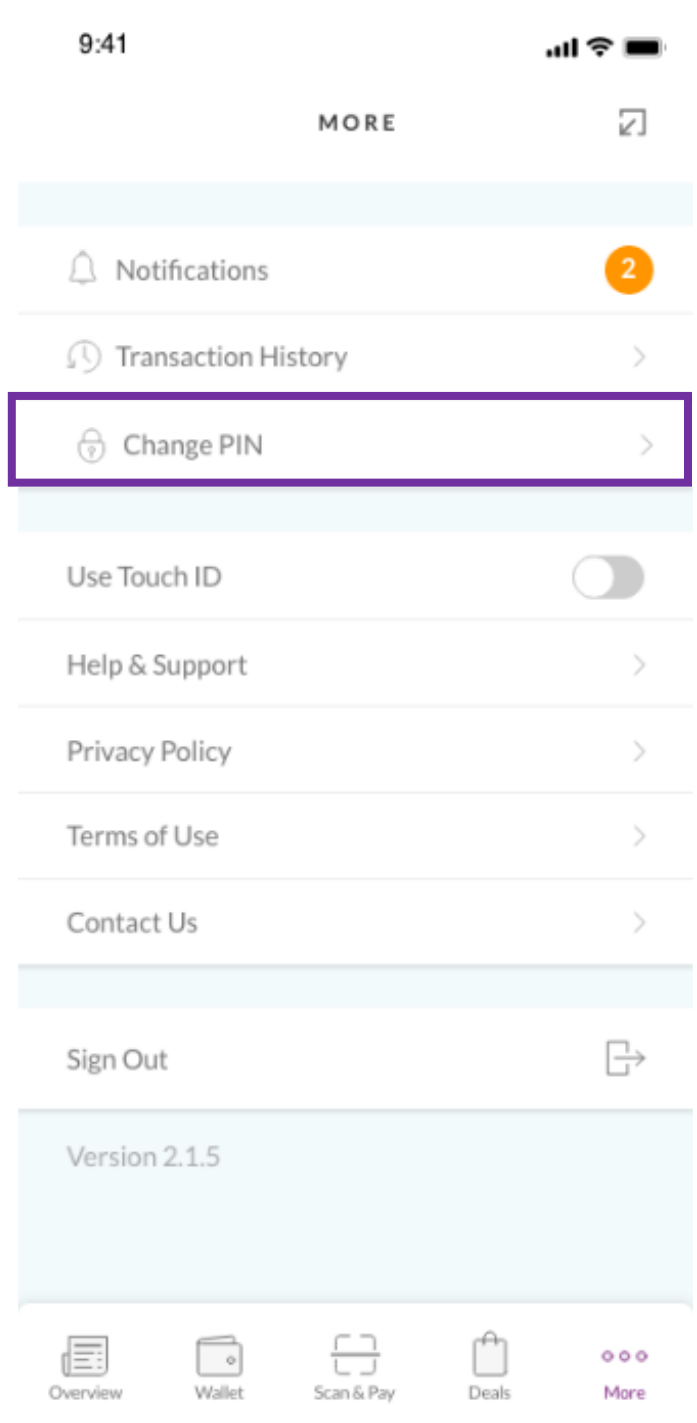
A: Changi Pay or CAG do not store, nor do we have access to your fingerprint or face information. This is stored within your device, as per industry practice.

## How can I change my PIN?

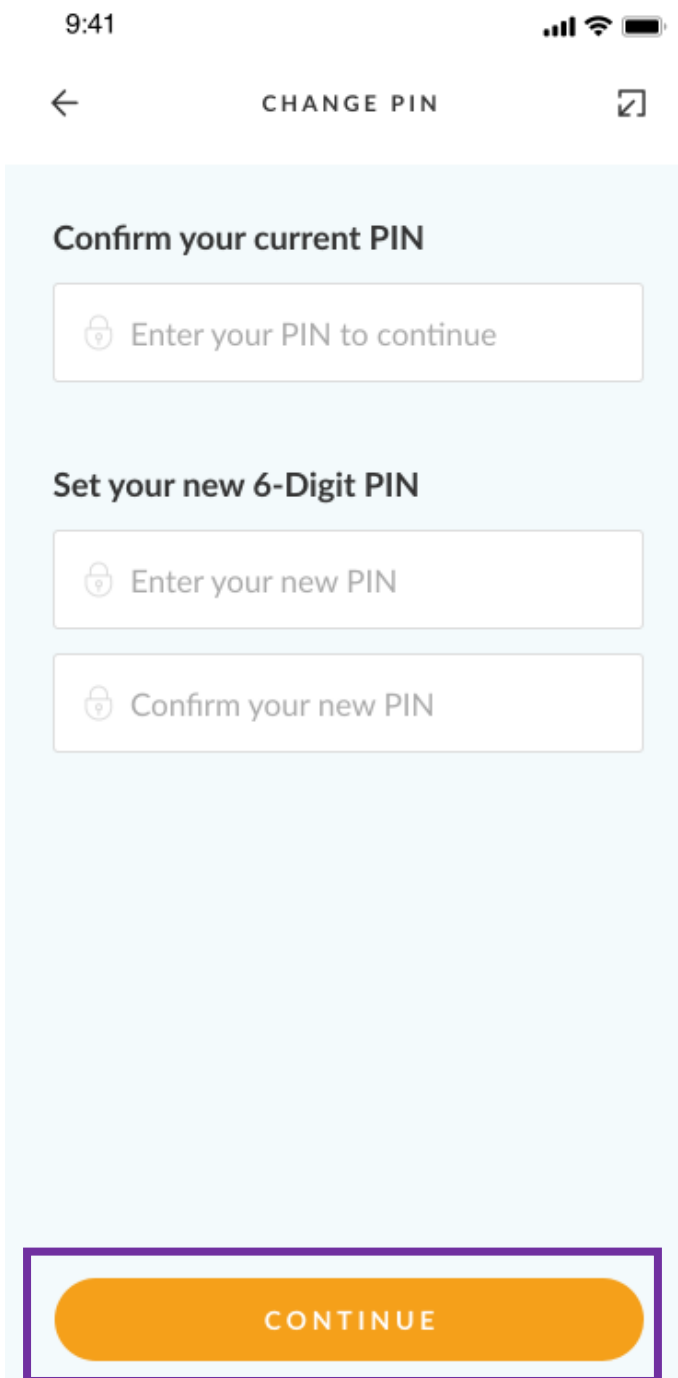
A: Please follow the steps below to change your PIN:



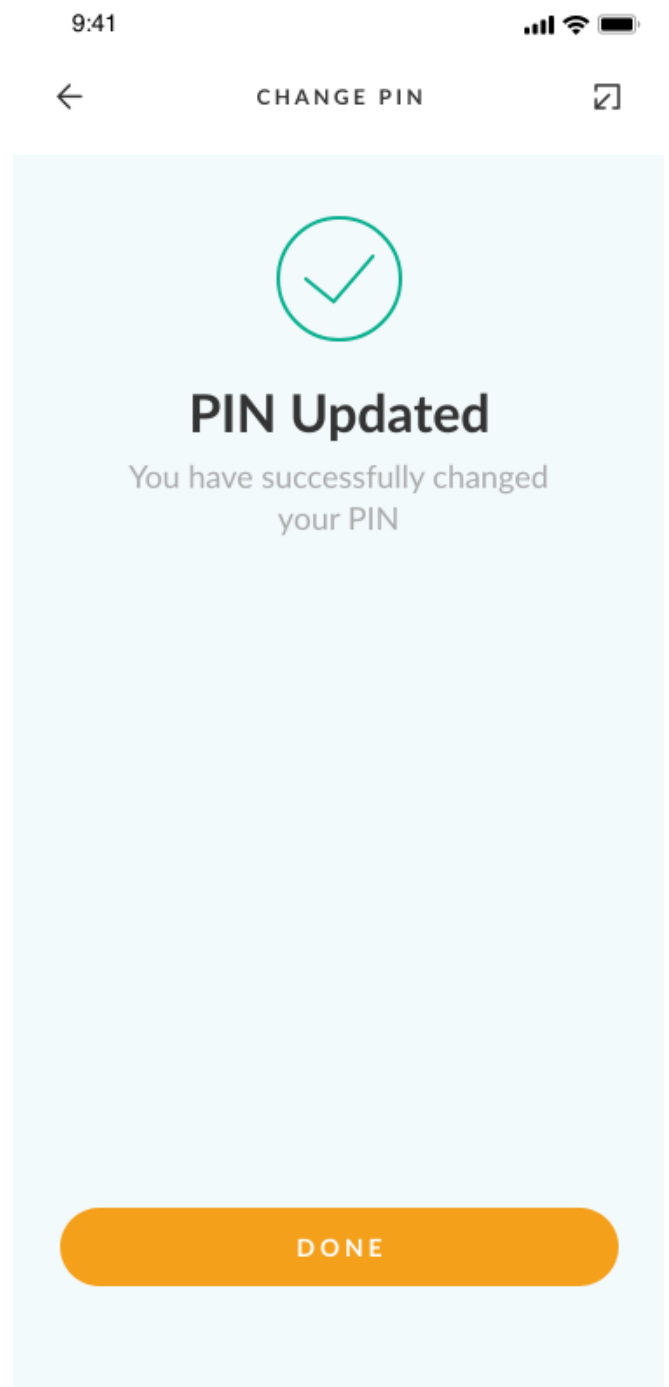
1. Go to Changi Pay and select the **“More”** tab from the bottom navigation bar.



2. Select **“Change PIN”**



3. Confirm your current PIN and key in your new PIN. Select **“Continue”** to proceed.



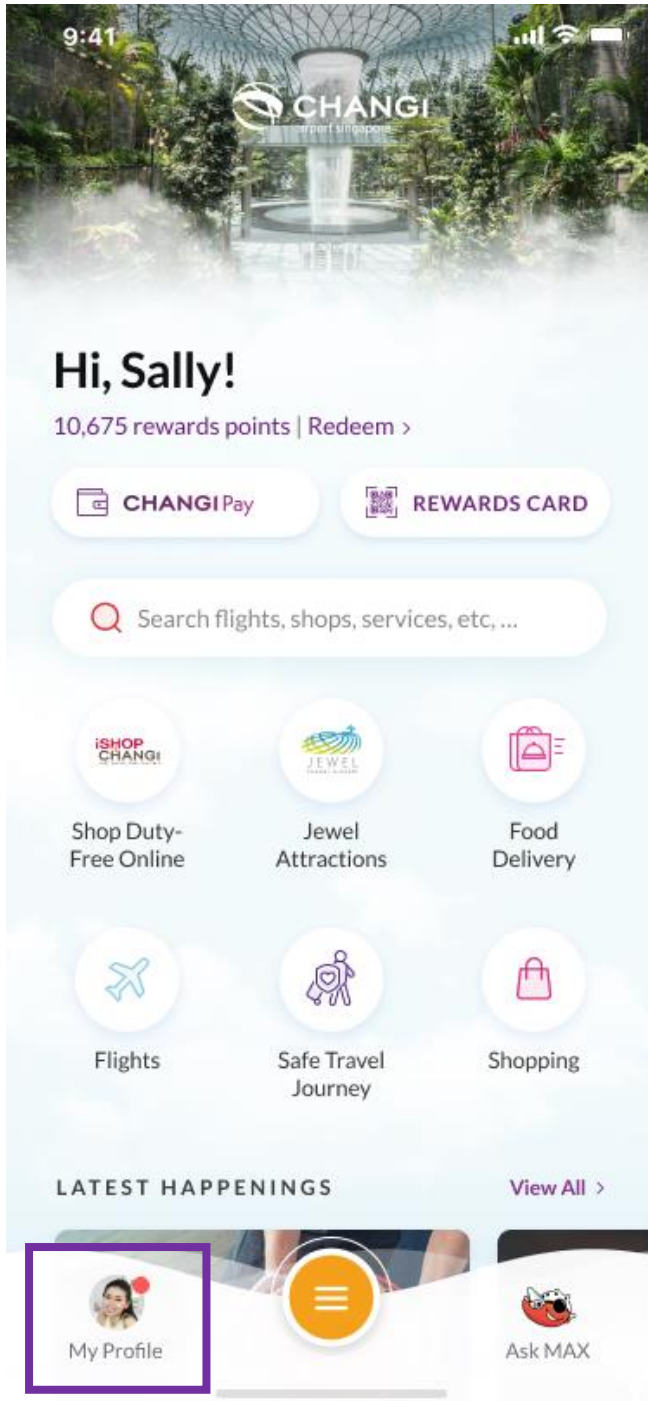
4. Your PIN is updated

## **I can't log in with my PIN or fingerprint or face, what should I do?**

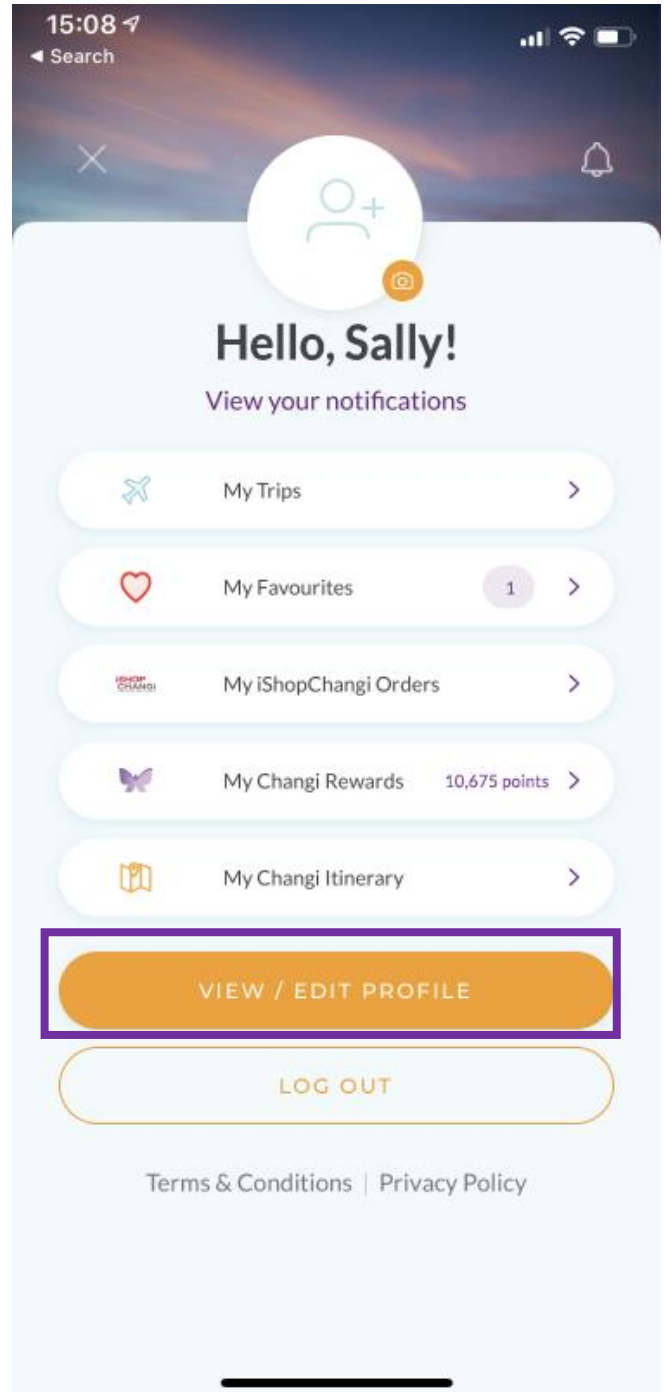
A: On the log in page, please select “Forgot your PIN?”, an instruction on how to reset your PIN will be sent to your registered email address.

## How do I edit my profile details?

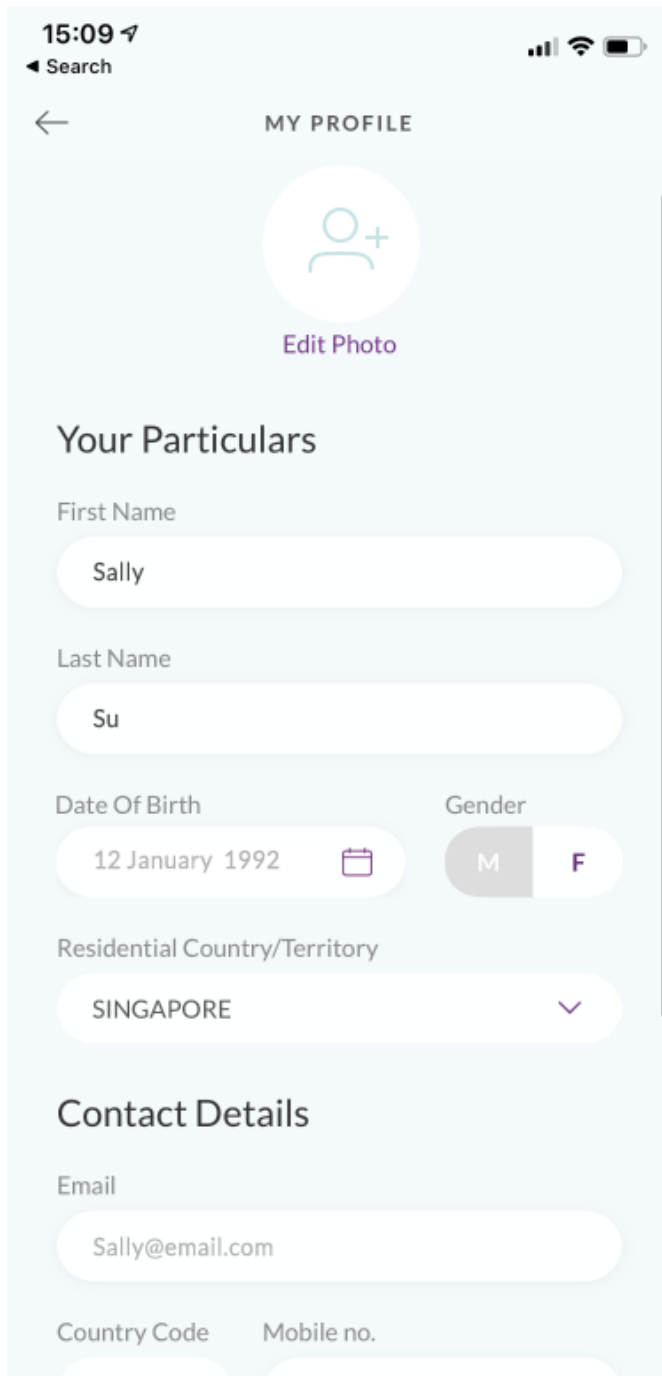
A: Please follow the steps below to edit your profile details:



1. Launch iChangi app & select **“My Profile”** at the bottom



2. Select **“View/Edit Profile”**



3. Edit the relevant fields.  
Select **“Update My Profile”**  
at the bottom once you are  
done.



## **Can I have more than one Changi Pay account?**

A: As your Changi Pay profile is tagged to your Changi Account profile, you are allowed to have only one account.

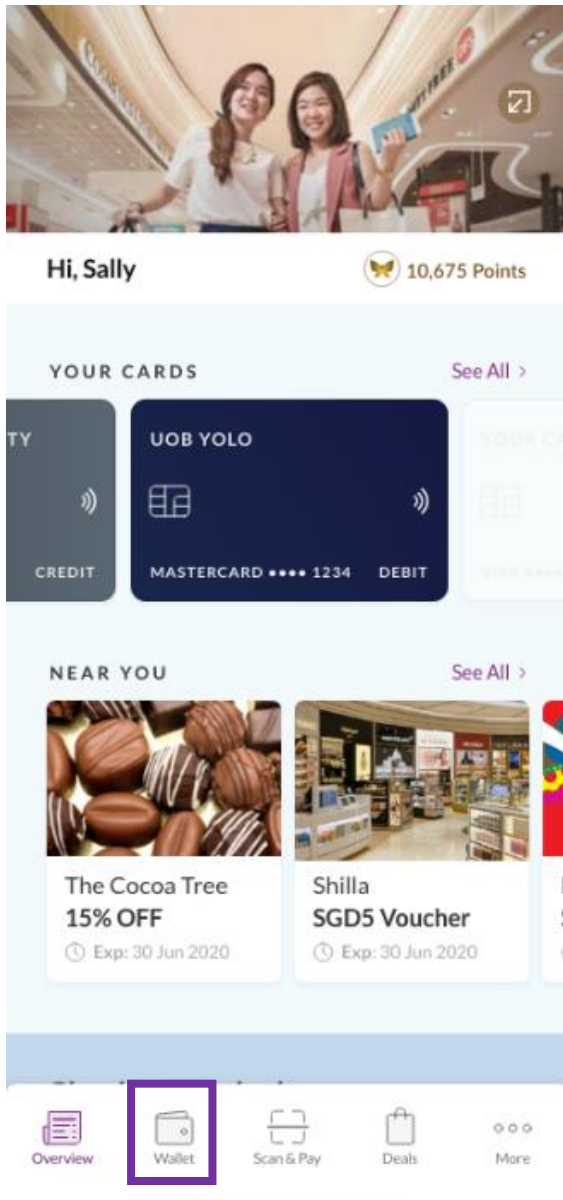
## **Can I transfer my Changi Pay account to another user?**

A: Your Changi Pay account is strictly non-transferable.

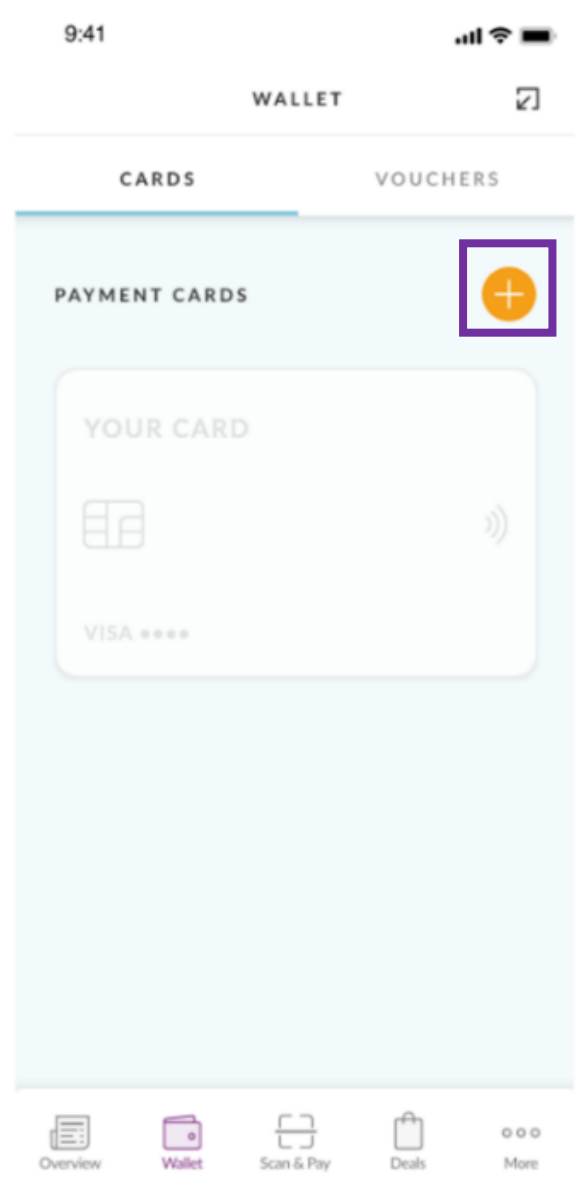
## 4. Credit/Debit Cards

### How do I add a credit/debit card?

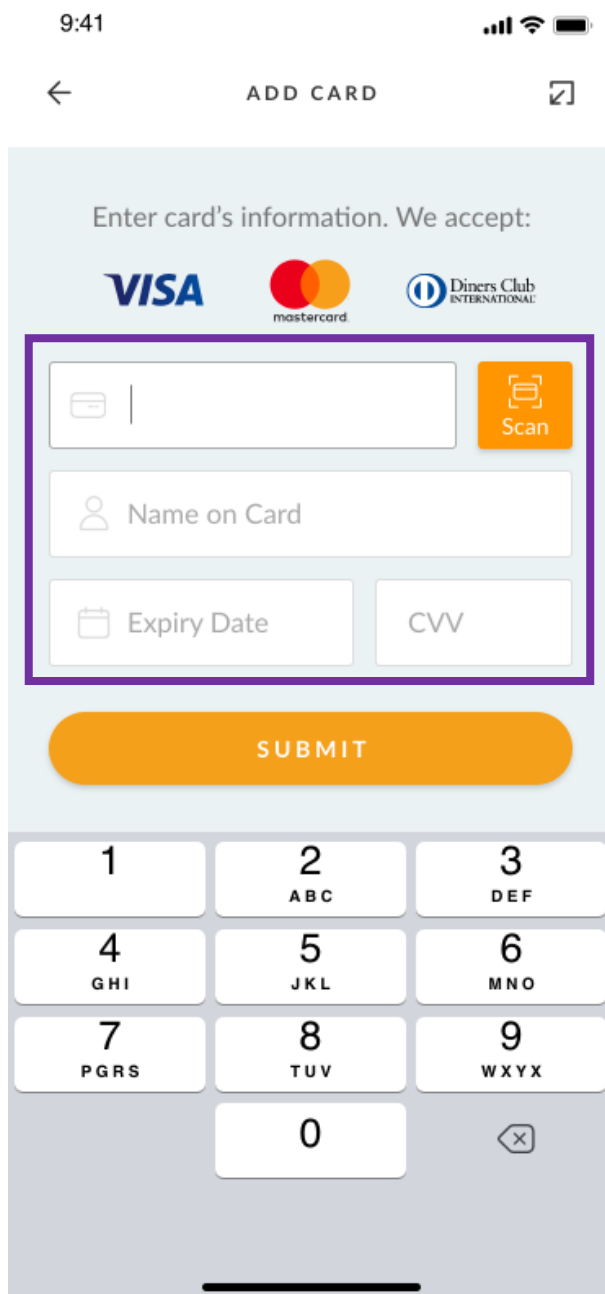
A: Please follow the steps below to add a credit/debit card:



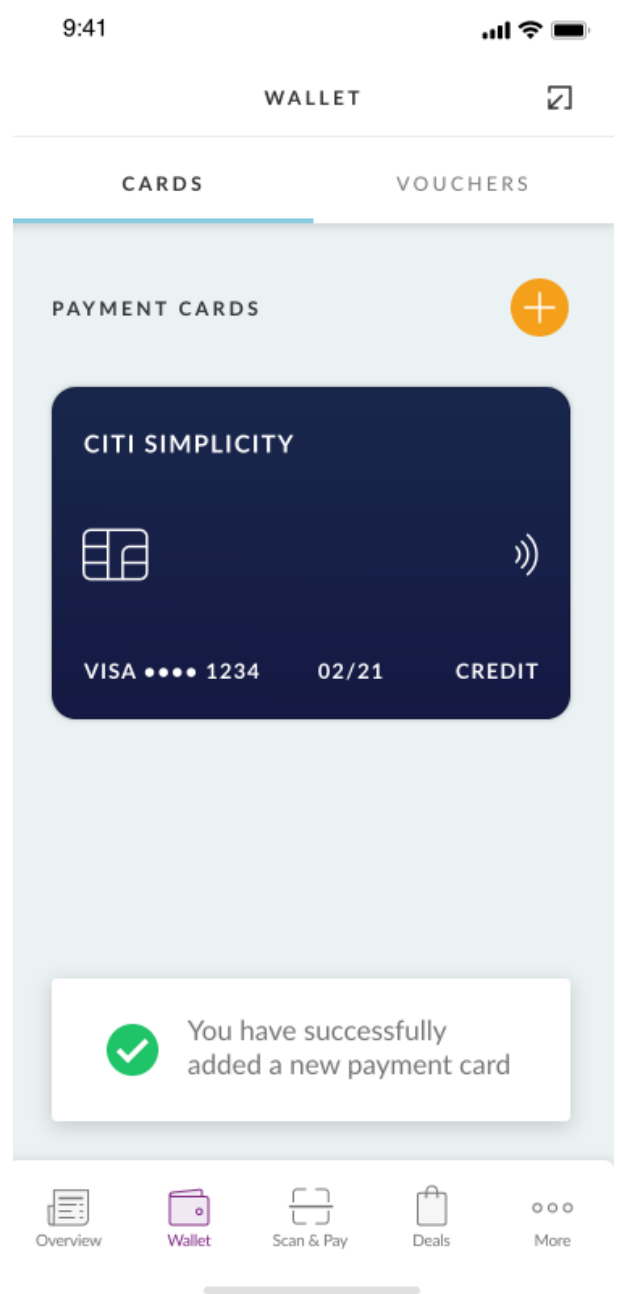
1. Go to your Changi Pay and select the **“Wallet”** tab from the bottom navigation bar.



2. Select the **“+”** icon on the top right of the page to add your preferred card.



3. Select **“Scan”** to capture your card information automatically or key in your card details and submit when done.



3. Card successfully added

\* To ensure you are adding a valid credit card that belongs to you, there will be a one-time authorization charge of SGD1. This charge will be automatically refunded to you after the authorization. You may be redirected to your bank's individual OTP page for authorization.

## **Why is there a SGD1 charge when I add my credit/debit card?**

A: The SGD1 charge allows CAG to verify that you have added a valid credit card that belongs to you. The SGD1 will be automatically refunded to you once the verification is completed.

## **Is it safe to add my credit/debit card details to Changi Pay?**

A: Yes. Your credit card details are stored in a dedicated, separate and secured vault managed by Liquid. Liquid complies to the Payment Card Industry Data Security Standard (PCI DSS) the industry standard for handling of credit card details. CAG does not store your credit card details separately.

## **How many credit/debit cards can I add to Changi Pay?**

A: You can add up to a maximum of 20 credit/debit cards.

## **I cannot add my credit/debit card, what happened?**

A: Only Diners, MasterCard or Visa cards issued in Singapore can be added to Changi Pay. If you would like to add other cards, please let us know at [enquiry@changiairport.com](mailto:enquiry@changiairport.com) If necessary, CAG may direct your query to Liquid to assist you accordingly.

## **I am not able to add my credit/debit card to Changi Pay, will I ever be able to use it with Changi Pay?**

A: Currently we only accept Diners, MasterCard or Visa cards issued in Singapore. Other cards issued from other countries will be progressively rolled out.

## **Will American Express cards be available to be added into Changi Pay in the future?**

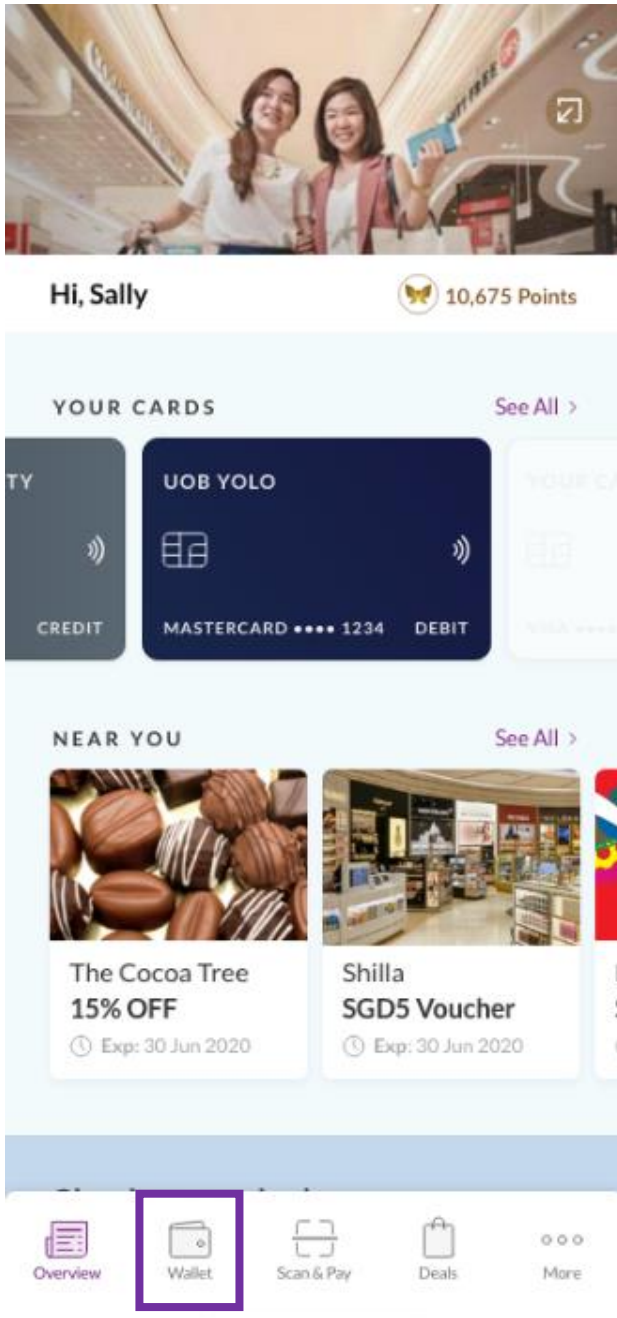
A: We are reviewing the addition of American Express cards. In the meantime, you can add a Diners, MasterCard or Visa card to Changi Pay.

## **Can I still earn my credit/debit card cashback and/or points if I use it in Changi Pay?**

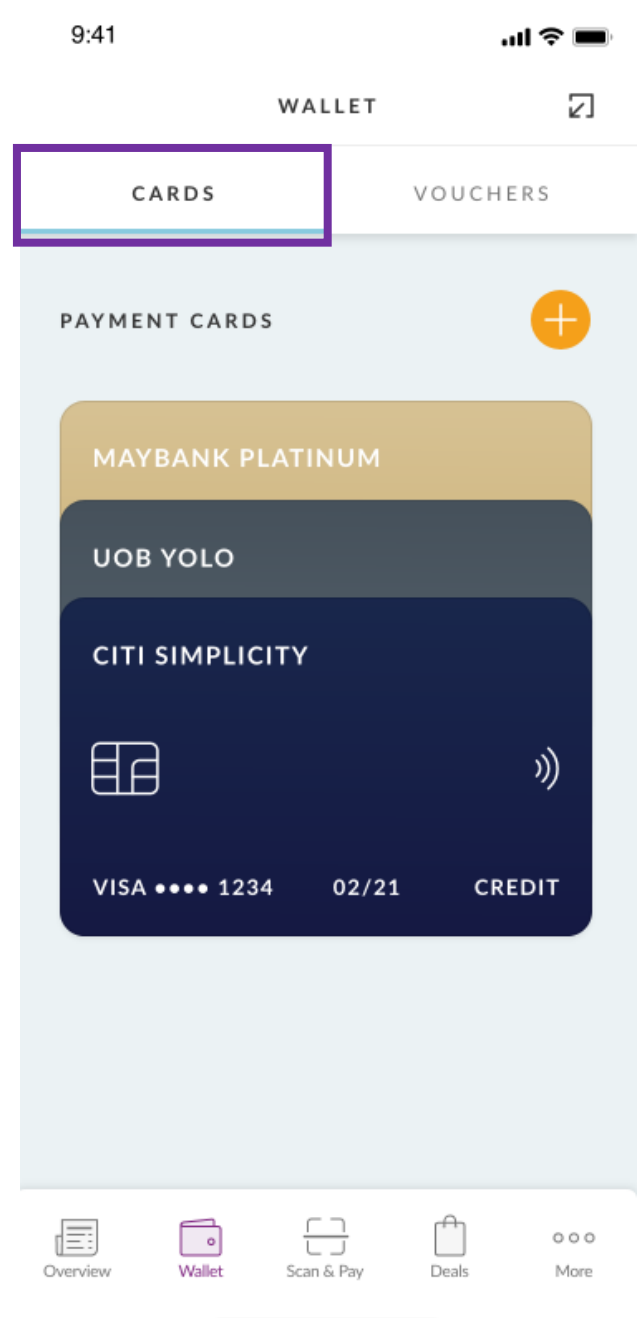
A: Yes, you can still earn your credit/debit card cashback and/or points, subject to terms and conditions of your credit/debit card issuing bank.

## How do I delete a credit/debit card?

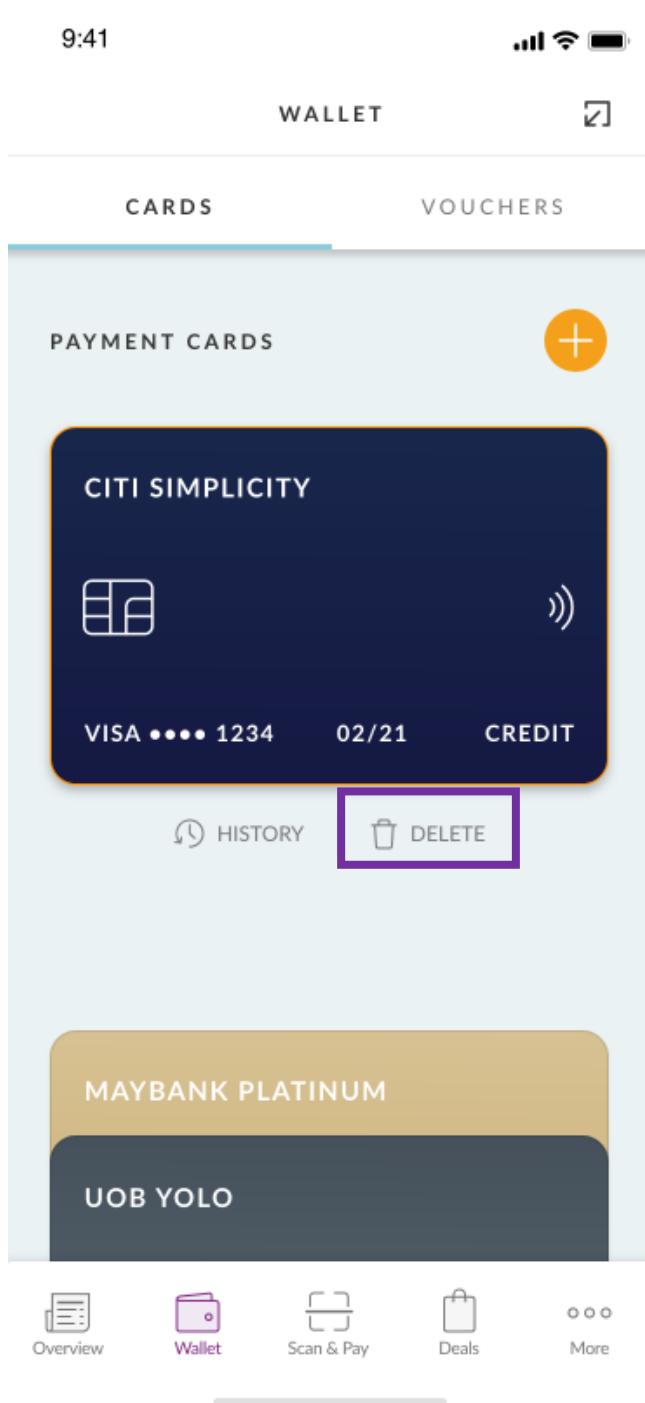
A: Please follow the steps below to delete a credit/debit card:



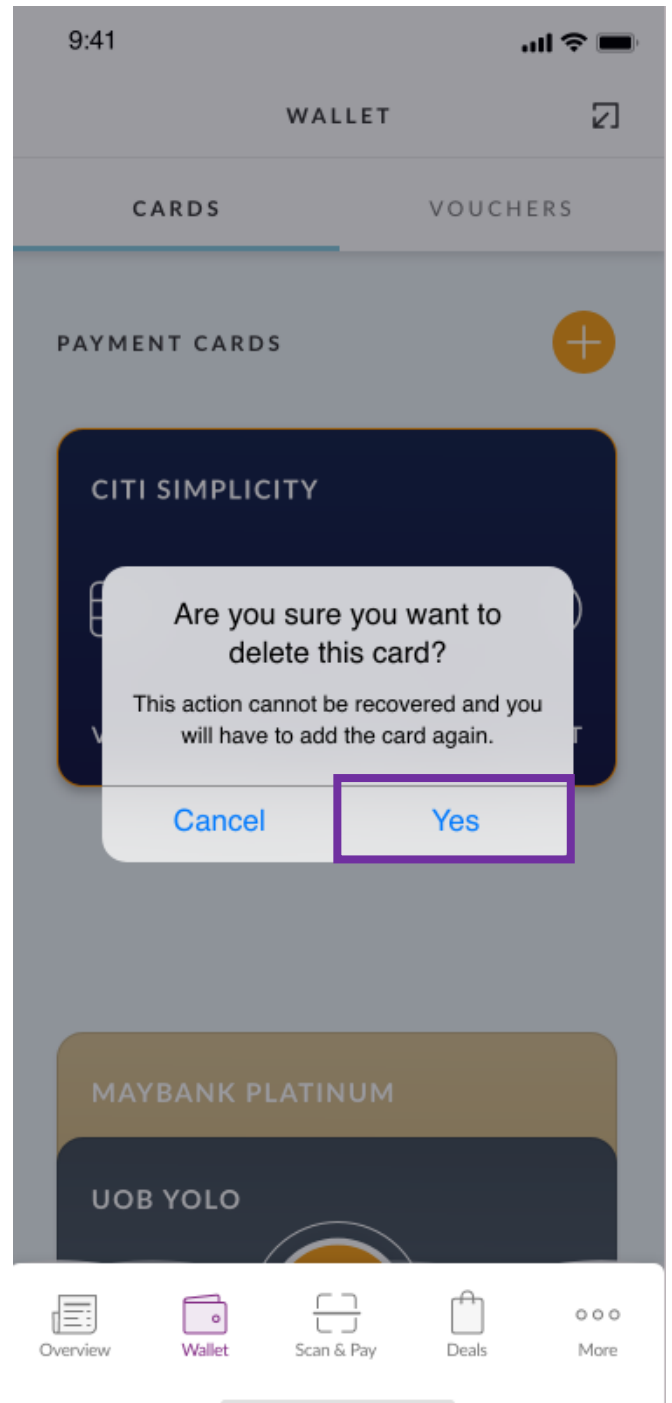
1. Go to Changi Pay and select the **“Wallet”** tab from the bottom navigation bar.



2. Select the **“Cards”** tab, followed by the credit card you want to delete.



3. The option to delete the card will appear at the bottom of the selected card. Select **“Delete”**.

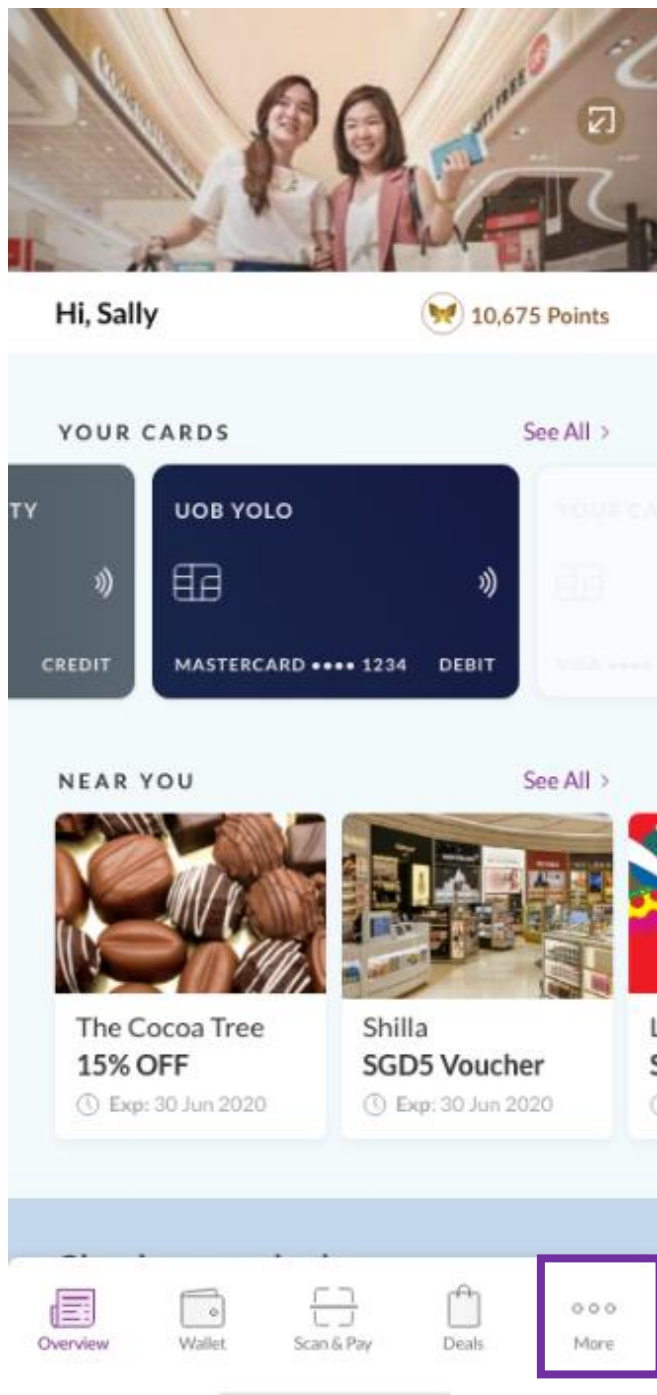


4. Select **“Yes”** to confirm that you want to delete the selected card.

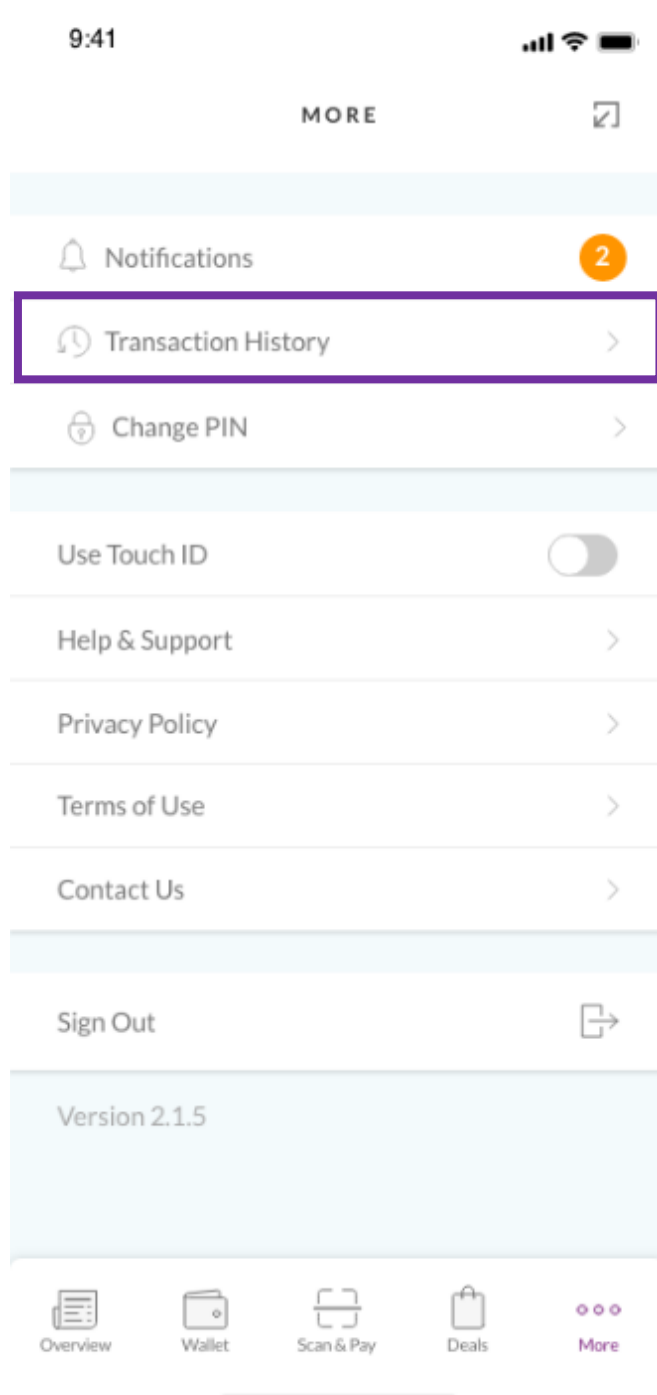


## How do I view my transaction history?

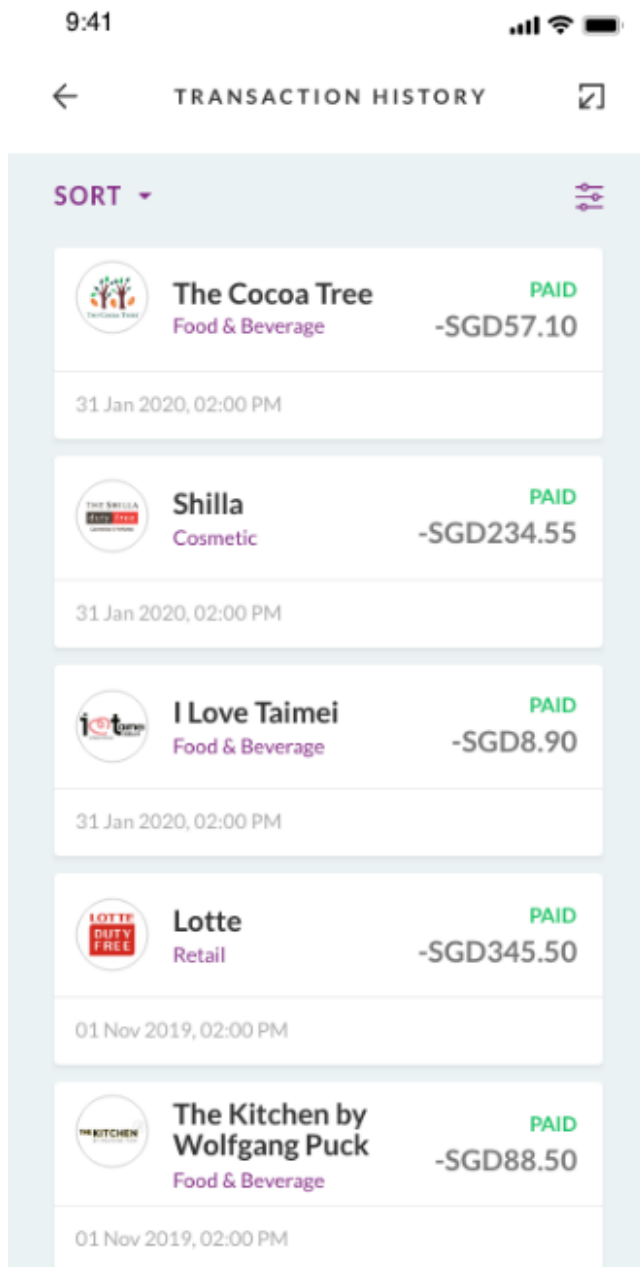
A: Please follow the steps below to view your transaction history:



1. Go to Changi Pay and select the **“More”** tab from the bottom navigation bar.



2. Select the **“Transaction History”** from the list.

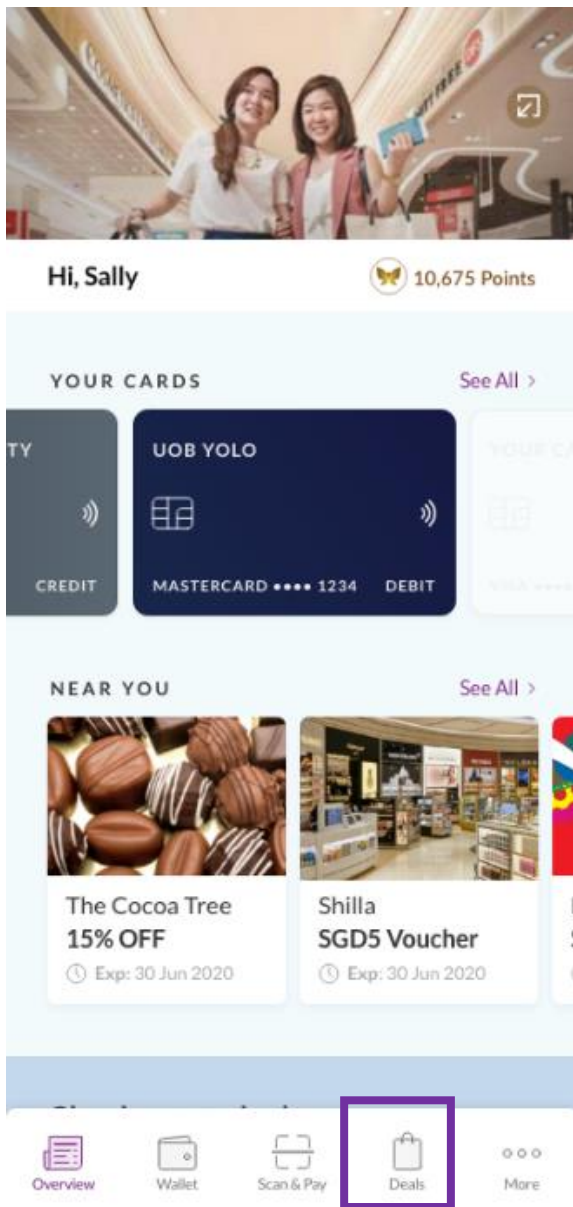


3. A list of your transaction history will be shown. Select a transaction to view more details.

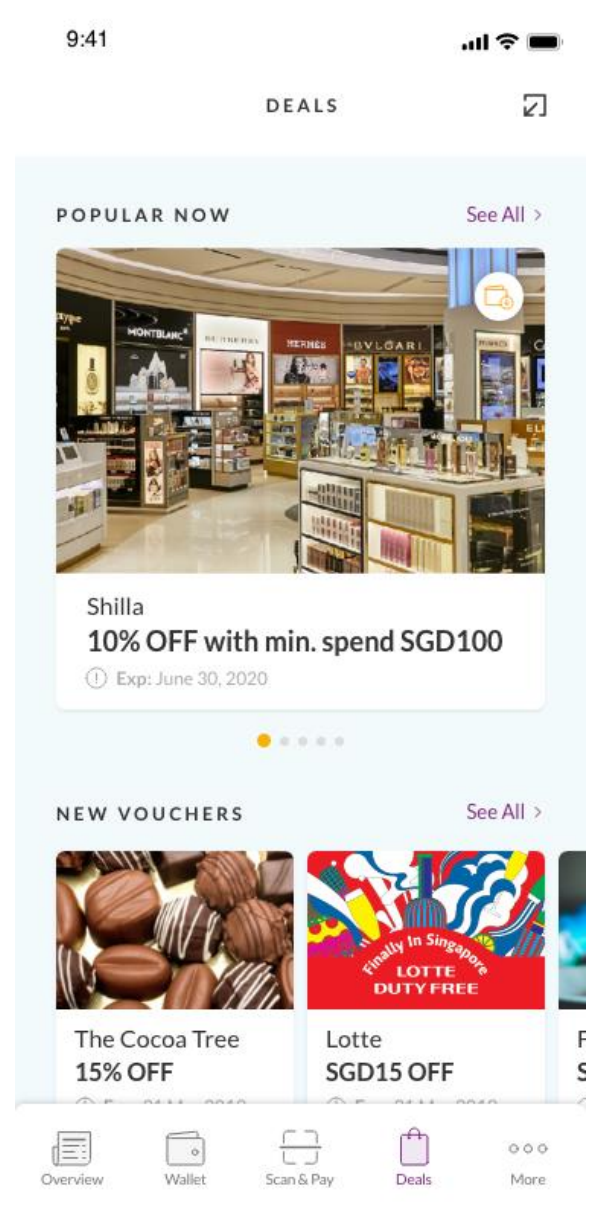
## 5. Vouchers

### How do I save vouchers into Changi Pay?

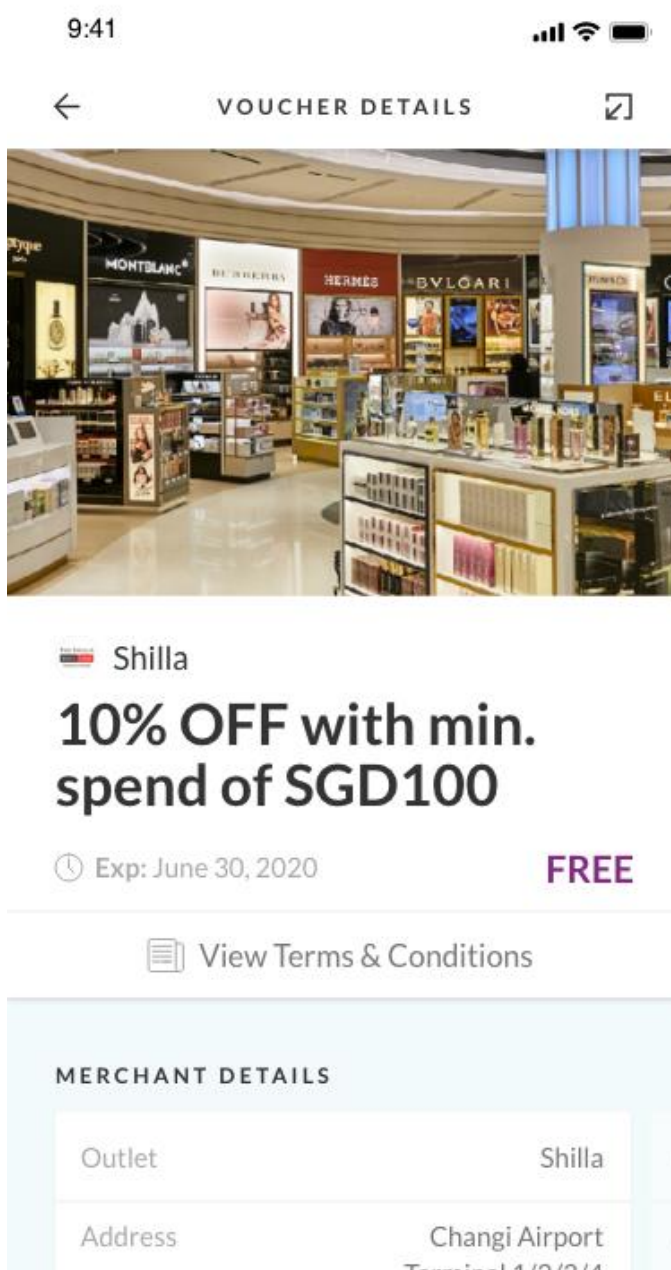
A: Please follow the steps below to save vouchers into Changi Pay.



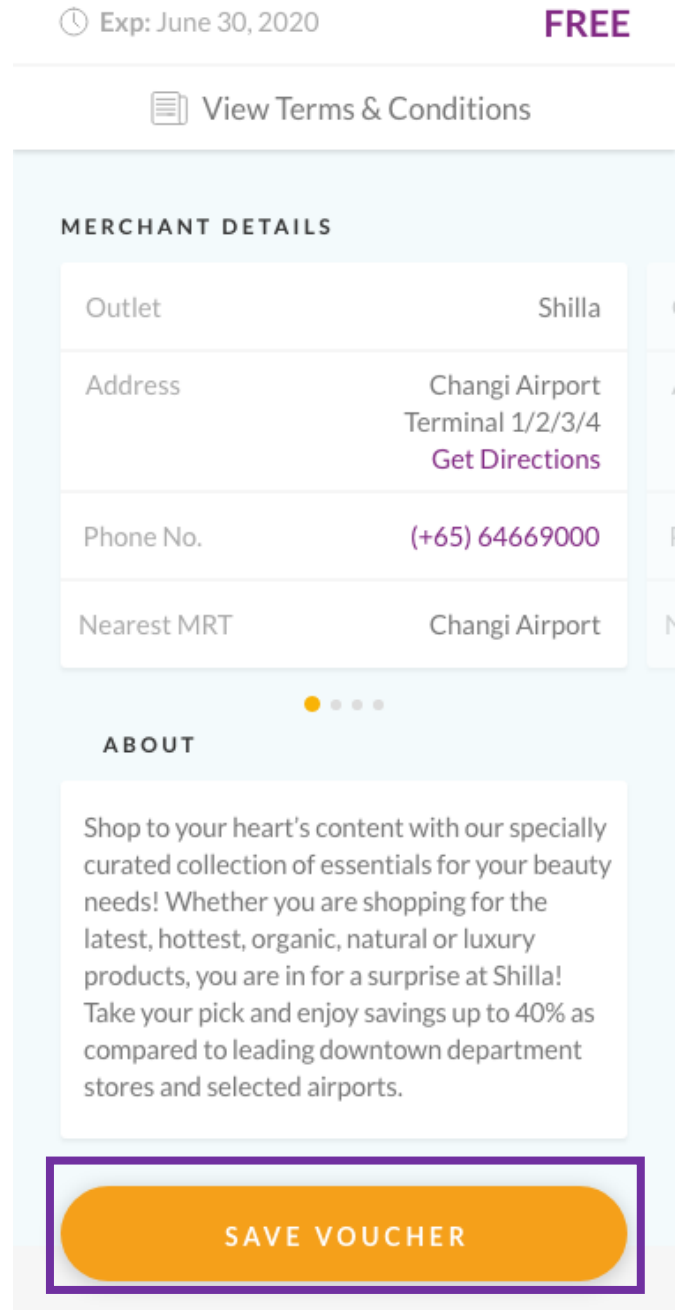
1. Go to your Changi Pay and select the **“Deals”** tab from the bottom navigation bar.



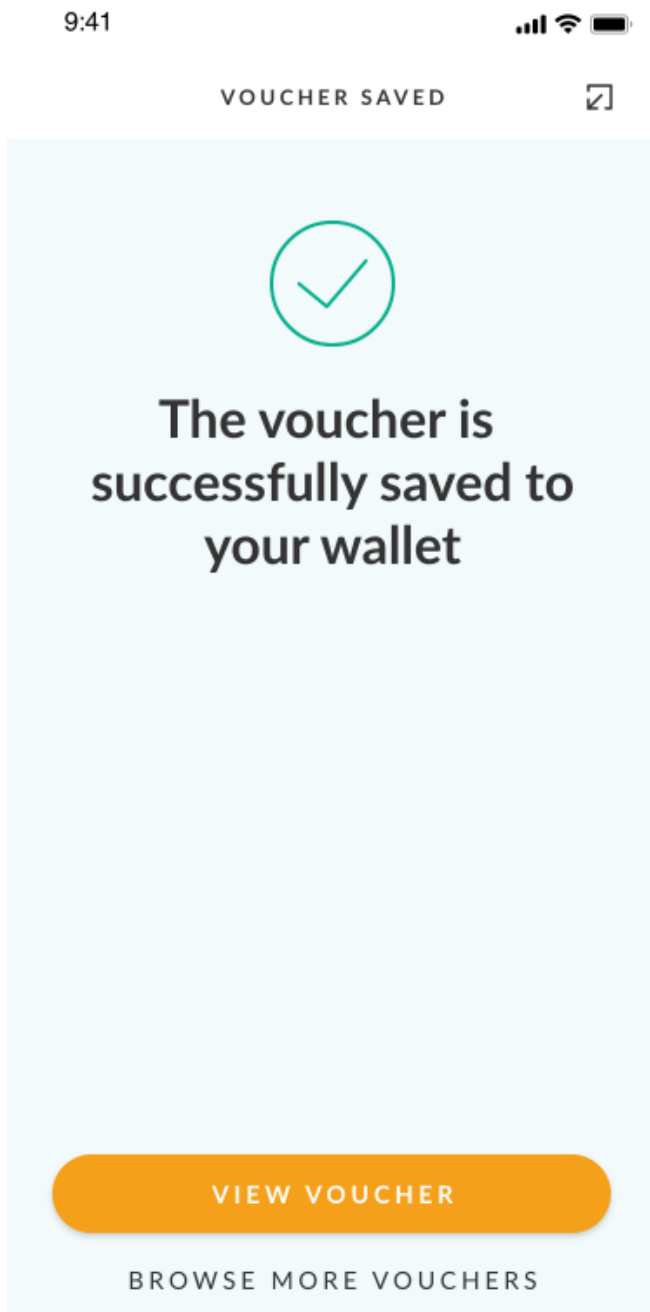
2. View available vouchers and select the voucher you are interested in.



3. View the voucher you are interested in



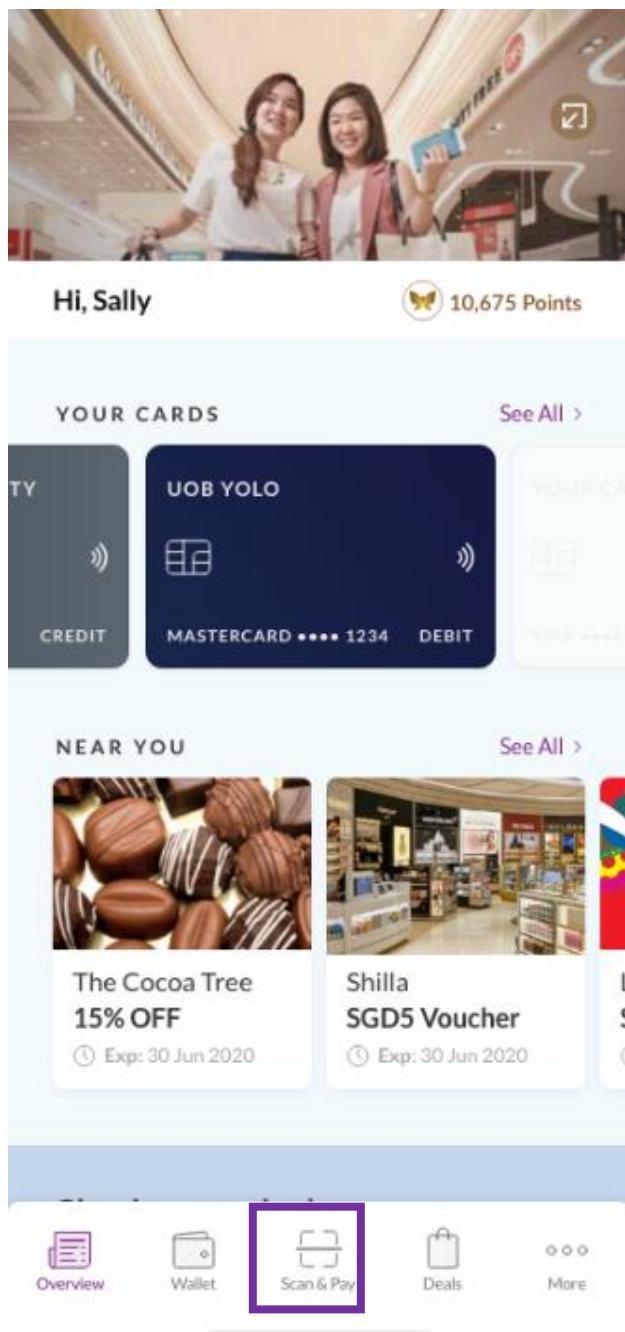
4. Select **“Save Voucher”** to save a voucher to your wallet.



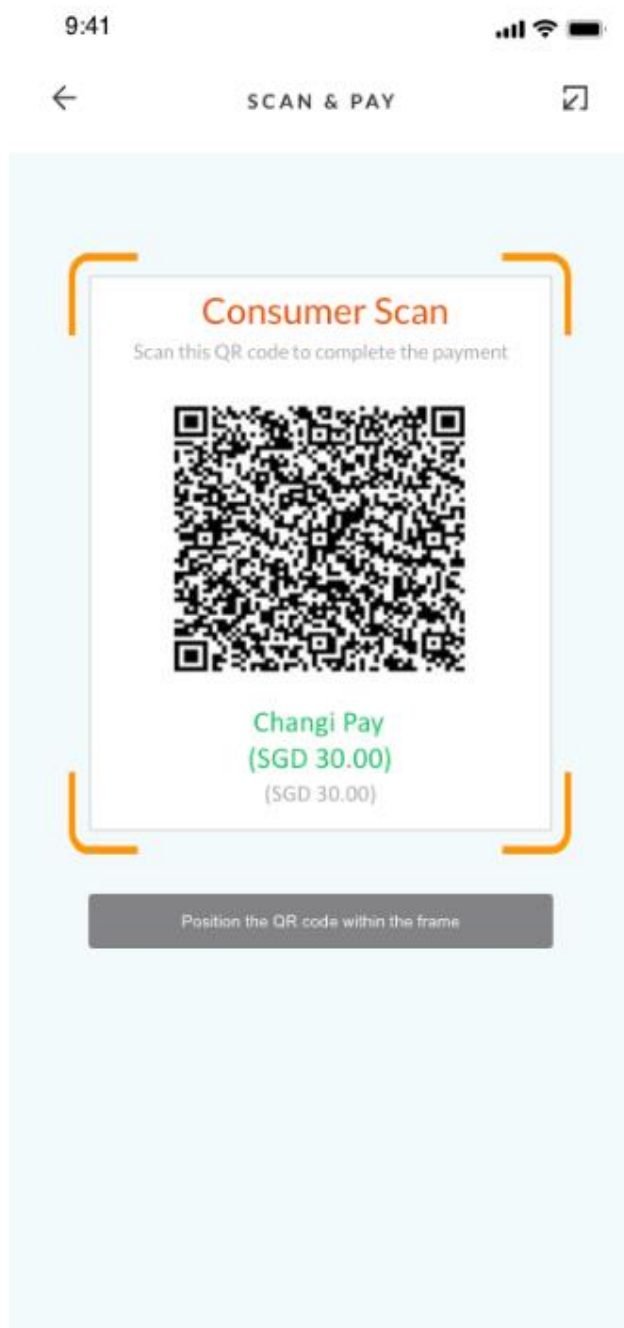
5. Once the voucher is saved successfully, this page will appear.

## How do I use a voucher?

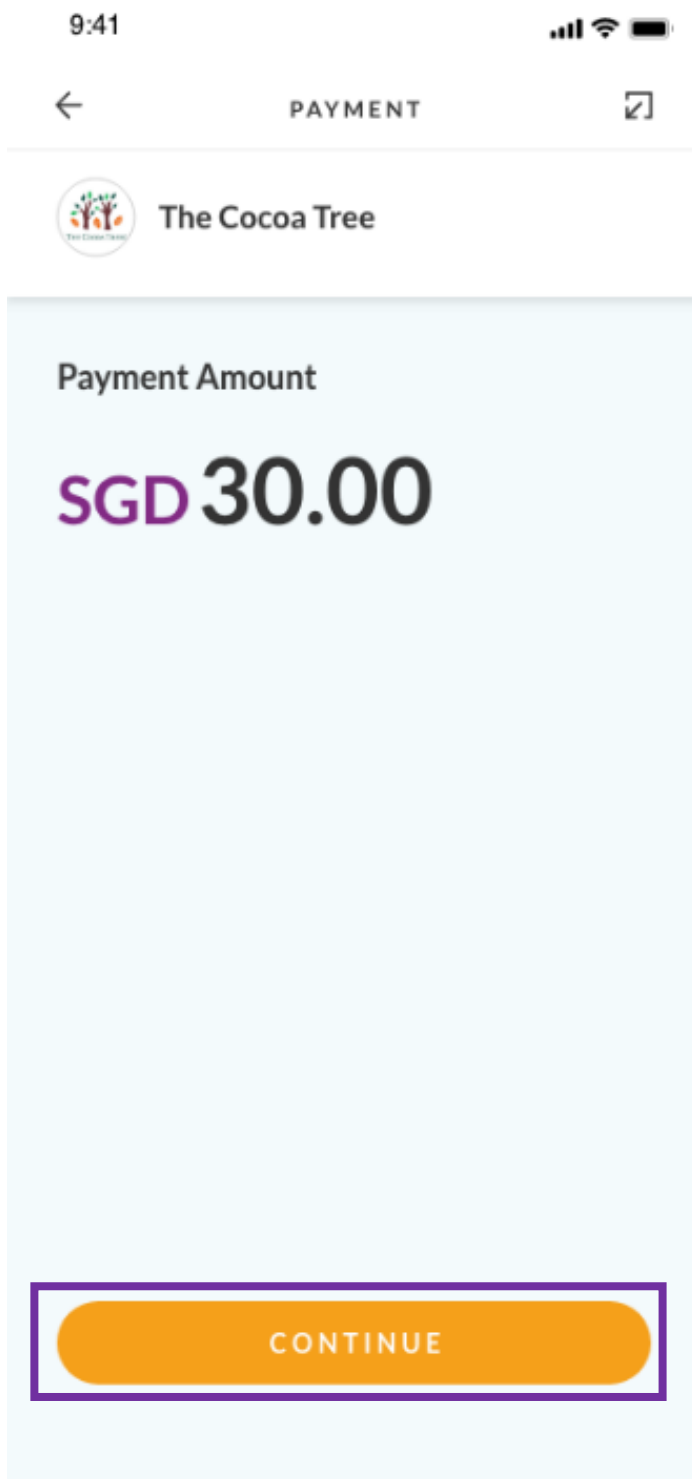
A: Please follow the steps below to use a voucher during payment:



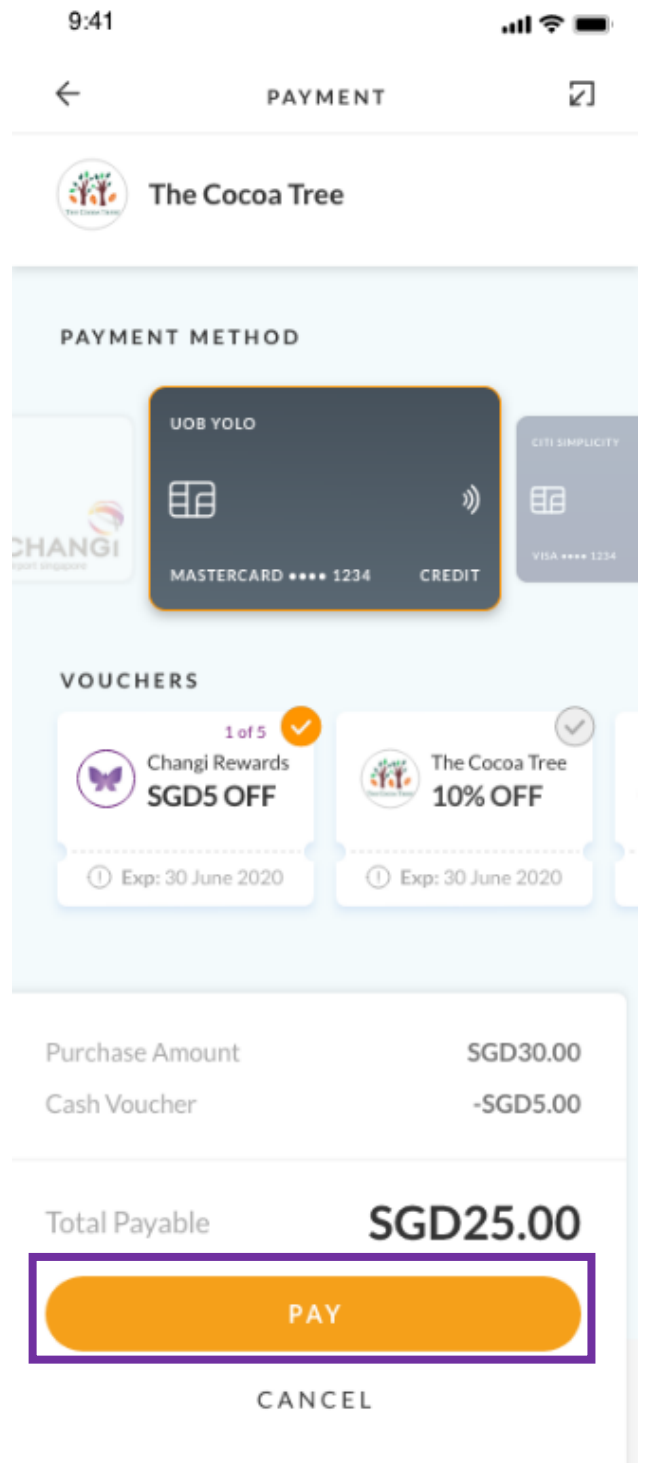
1. Go to Changi Pay and select the **“Scan & Pay”** tab from the bottom navigation bar.



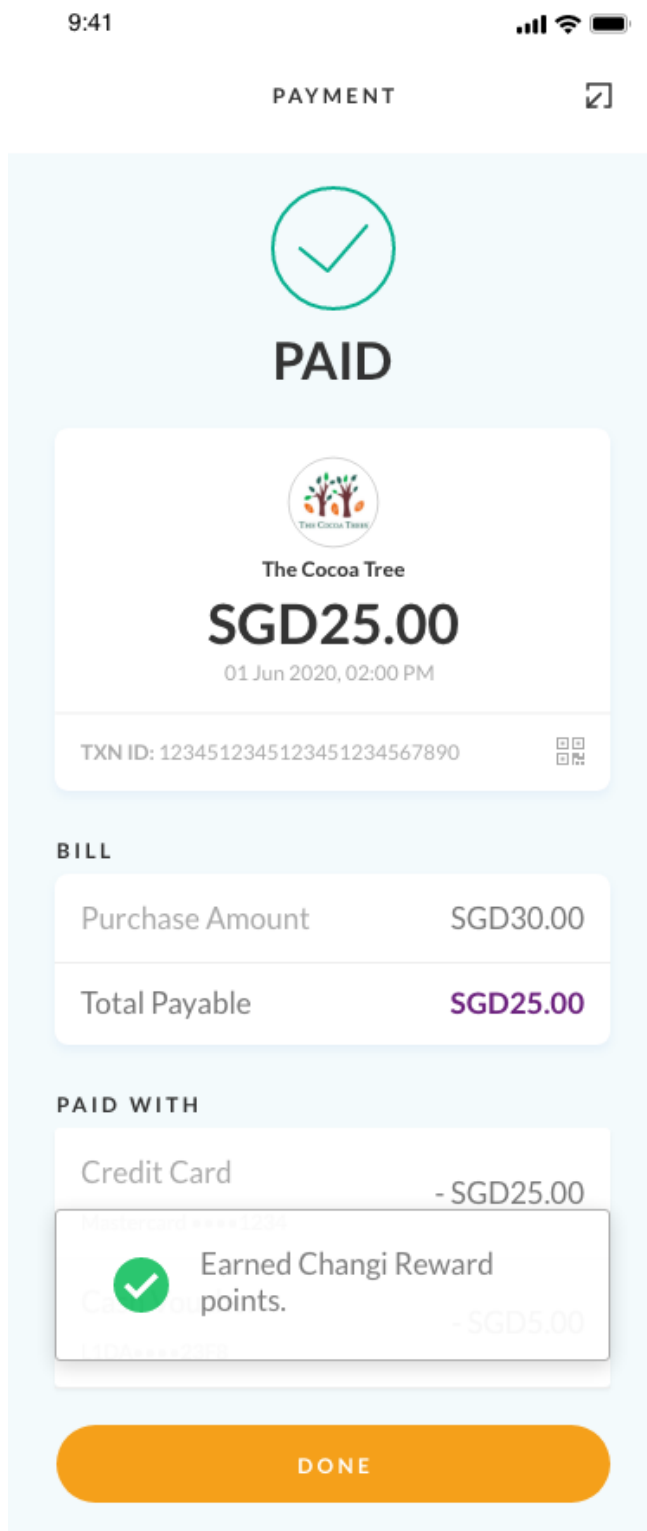
2. Scan the QR code provided by the cashier.



3. Verify your total payable amount and select **“Continue”**.



4. Select the applicable voucher(s) to be used and credit card for payment, followed by **“Pay”**.



5. Once payment has been approved, you will be redirected to a payment success page.



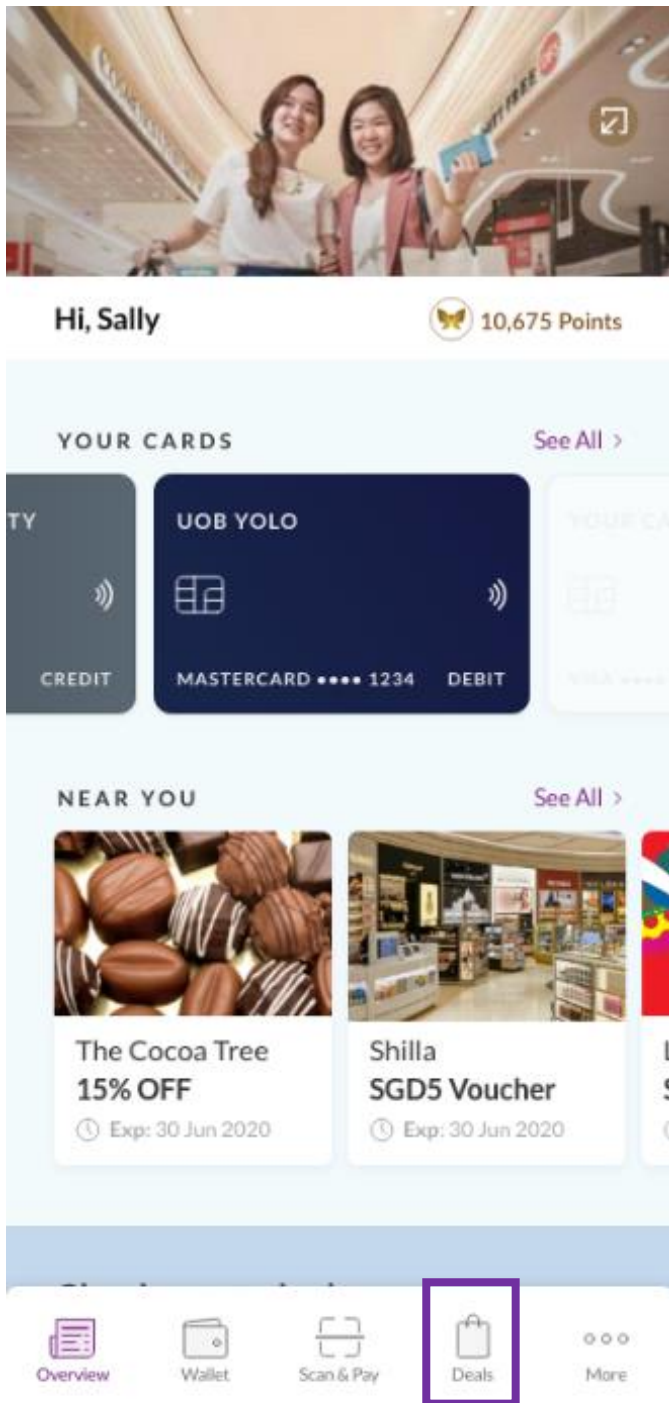
## **Am I able to stack multiple vouchers to be used in the same transaction?**

A: Subject to the relevant voucher(s)' terms and conditions, you may use multiple vouchers to make payment.

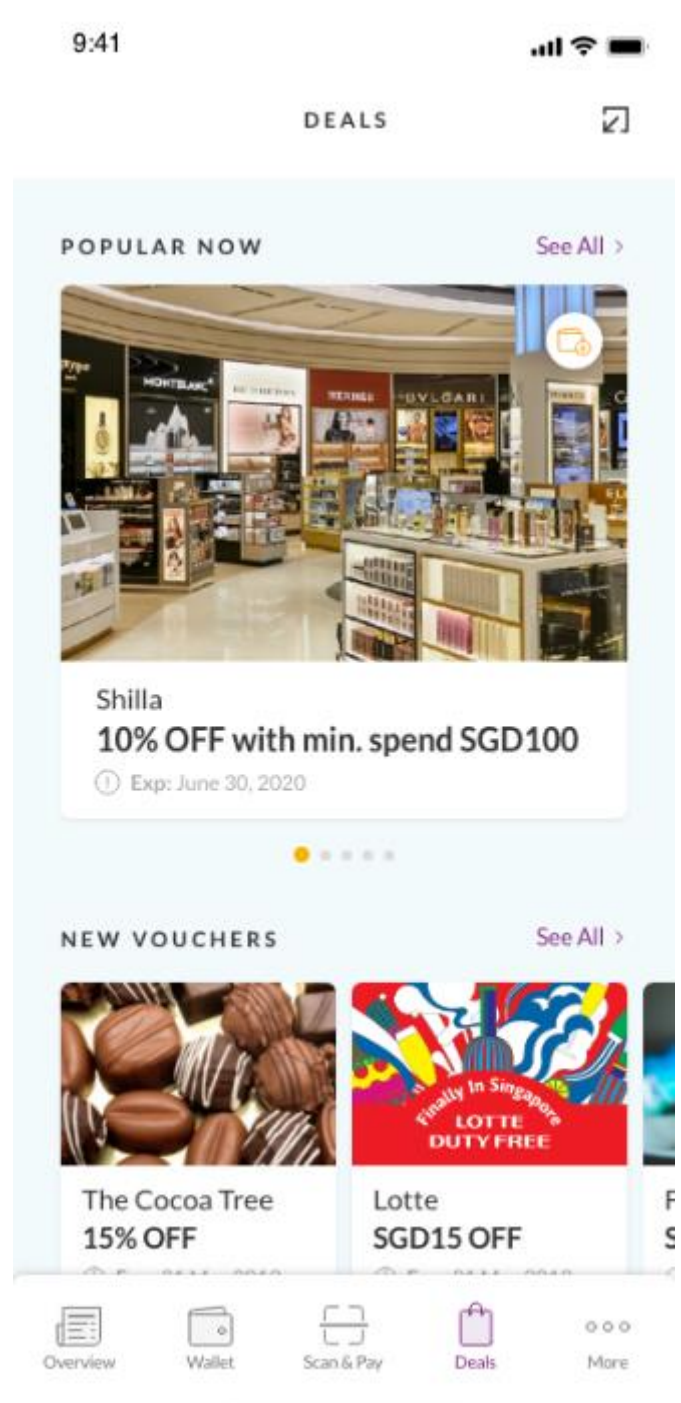
## **Why can't I use a voucher during payment?**

A: Some vouchers come with terms and conditions which does not allow it to be used with other vouchers. If you would like to use the other voucher, you may need to unselect other active vouchers. There are also vouchers which are only applicable at selected merchants or outlets, the voucher may not be valid for use at the outlet you are currently paying at.

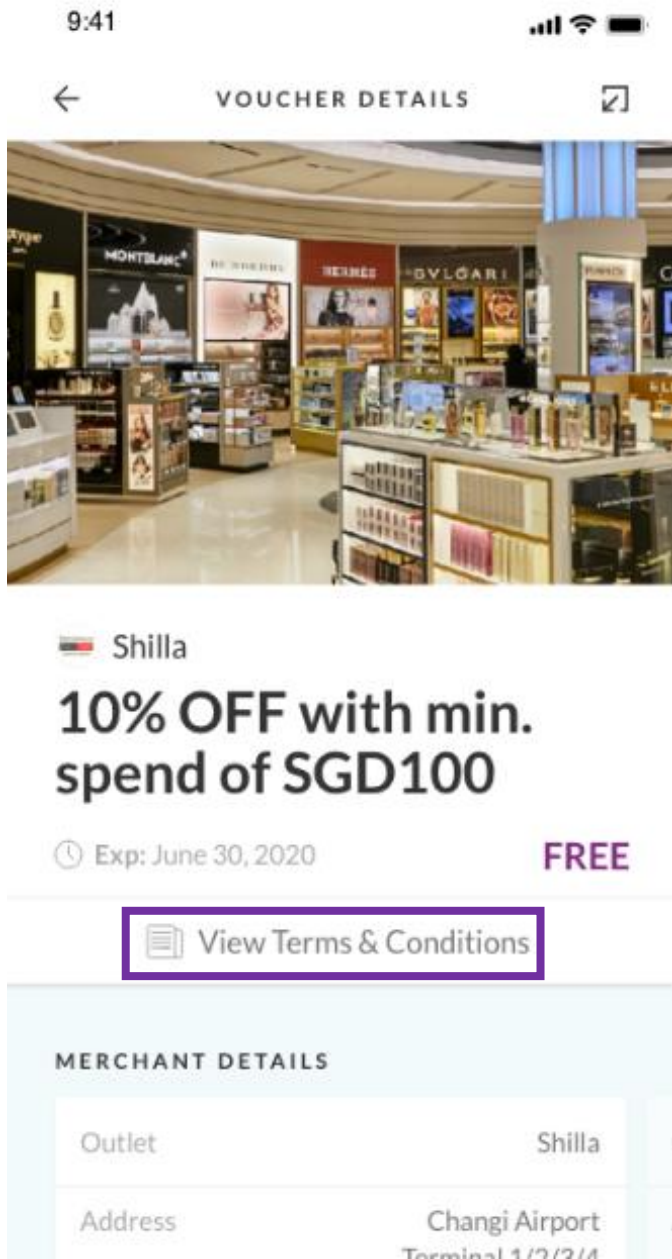
To view Vouchers Terms & Conditions:



1. Go to your Changi Pay and select the **“Deals”** tab from the bottom navigation bar.



2. View available vouchers and select the voucher you are interested in.



3. Select **“View Terms & Conditions”**

## **What happens to an expired voucher?**

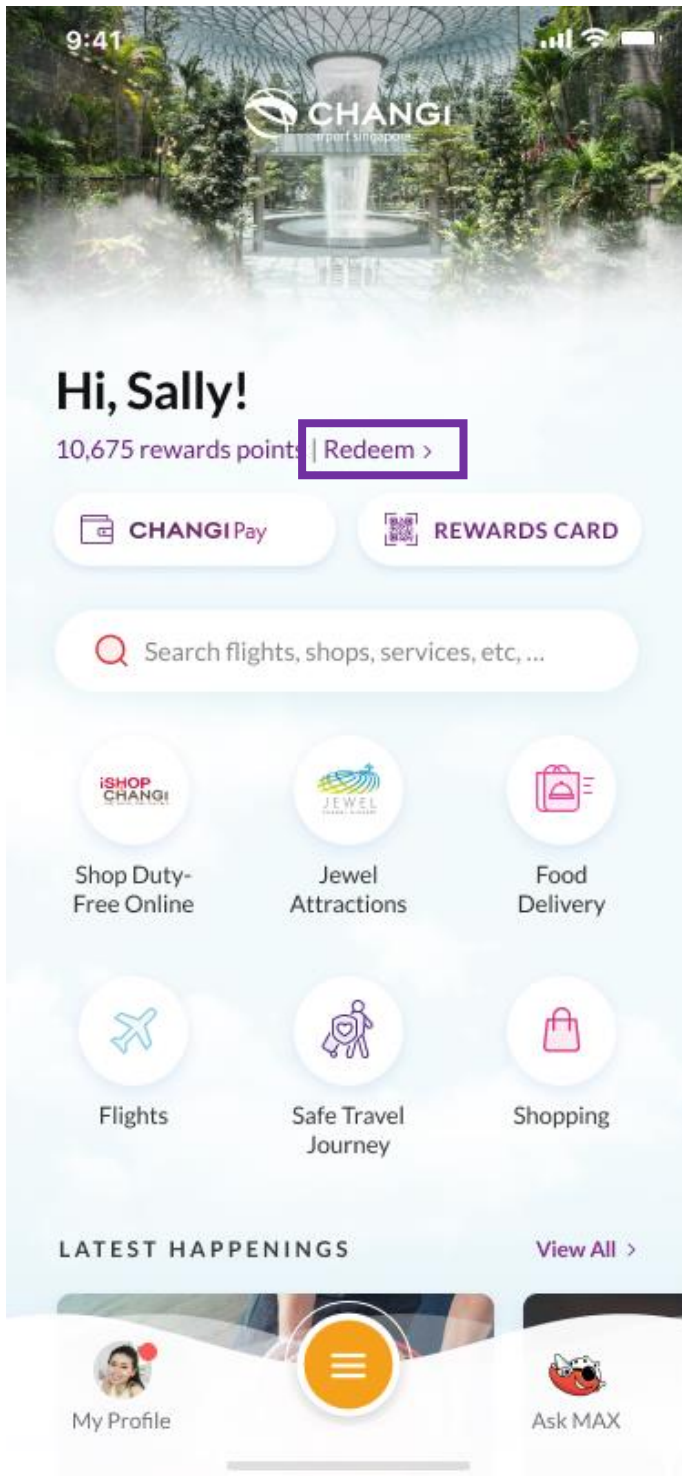
A: An expired voucher cannot be used, and its expiry date will not be extended. The voucher will be shown in the “Voucher History” section (for two months from its expiry date). Expired Changi Rewards e-Voucher will not be shown in the Voucher History.

## **Can I use my Changi Rewards e-Voucher(s) for payment using Changi Pay?**

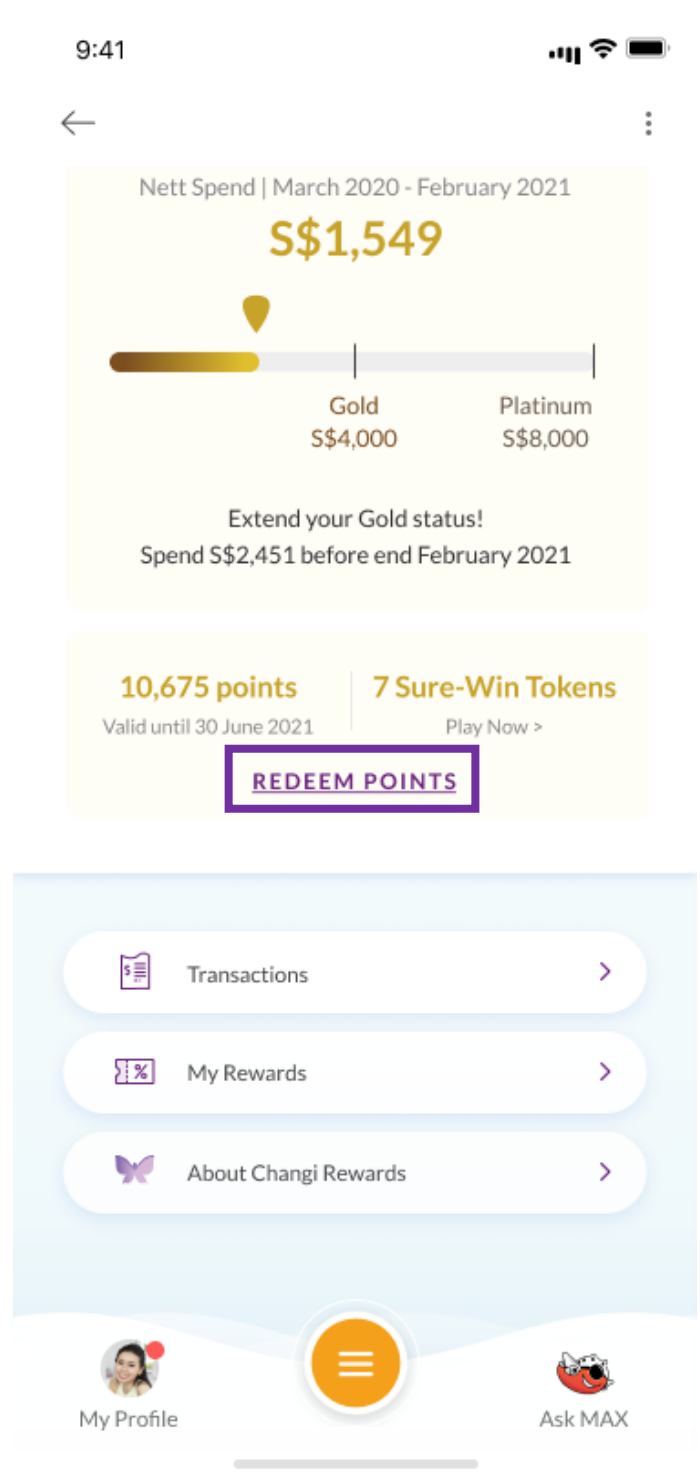
A: Yes, you can. Any available Changi Rewards e-Voucher(s) will be available for selection as you make payment with Changi Pay. Changi Rewards terms and conditions apply.

## **Can I use my Changi Rewards points to pay for my purchases?**

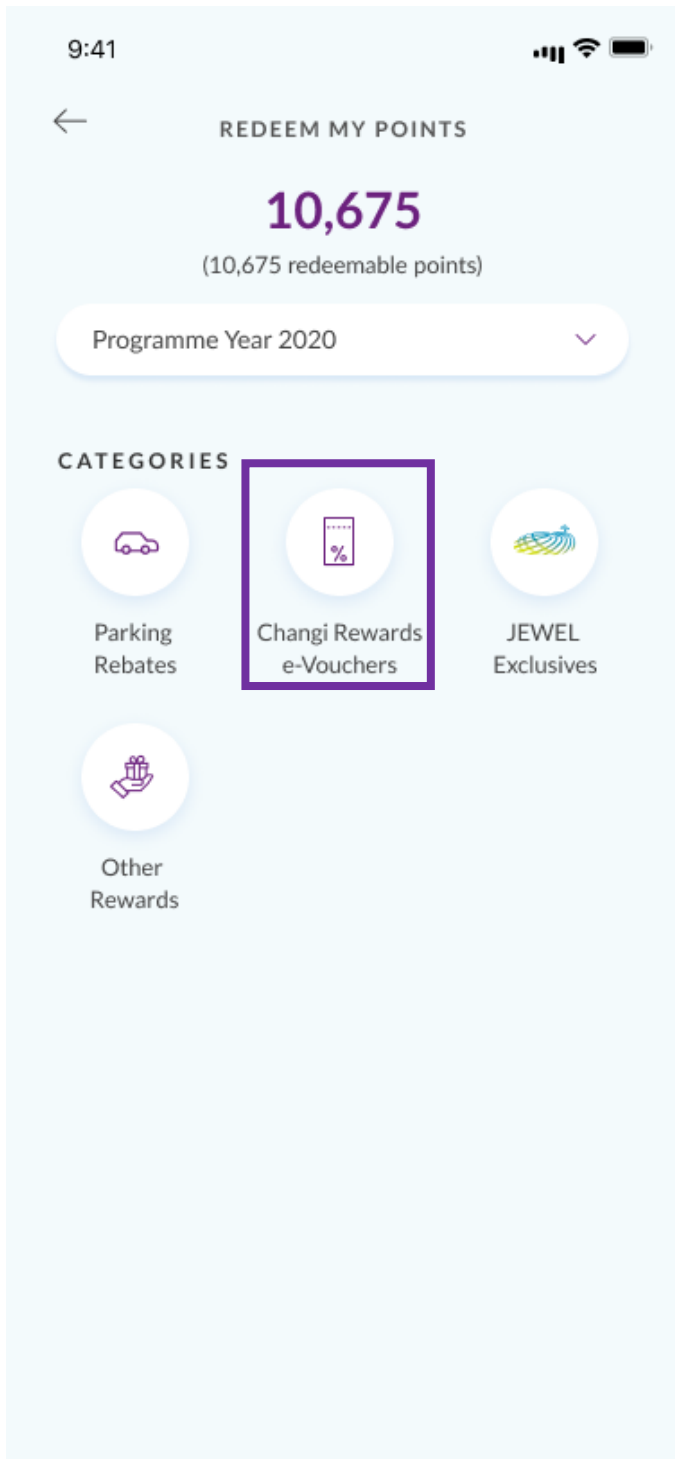
A: You cannot use your Changi Rewards points to directly offset your purchase. You would have to first redeem your Changi Rewards points for Changi Rewards e-Vouchers. To redeem your Changi Rewards e-Voucher, please follow the steps below.



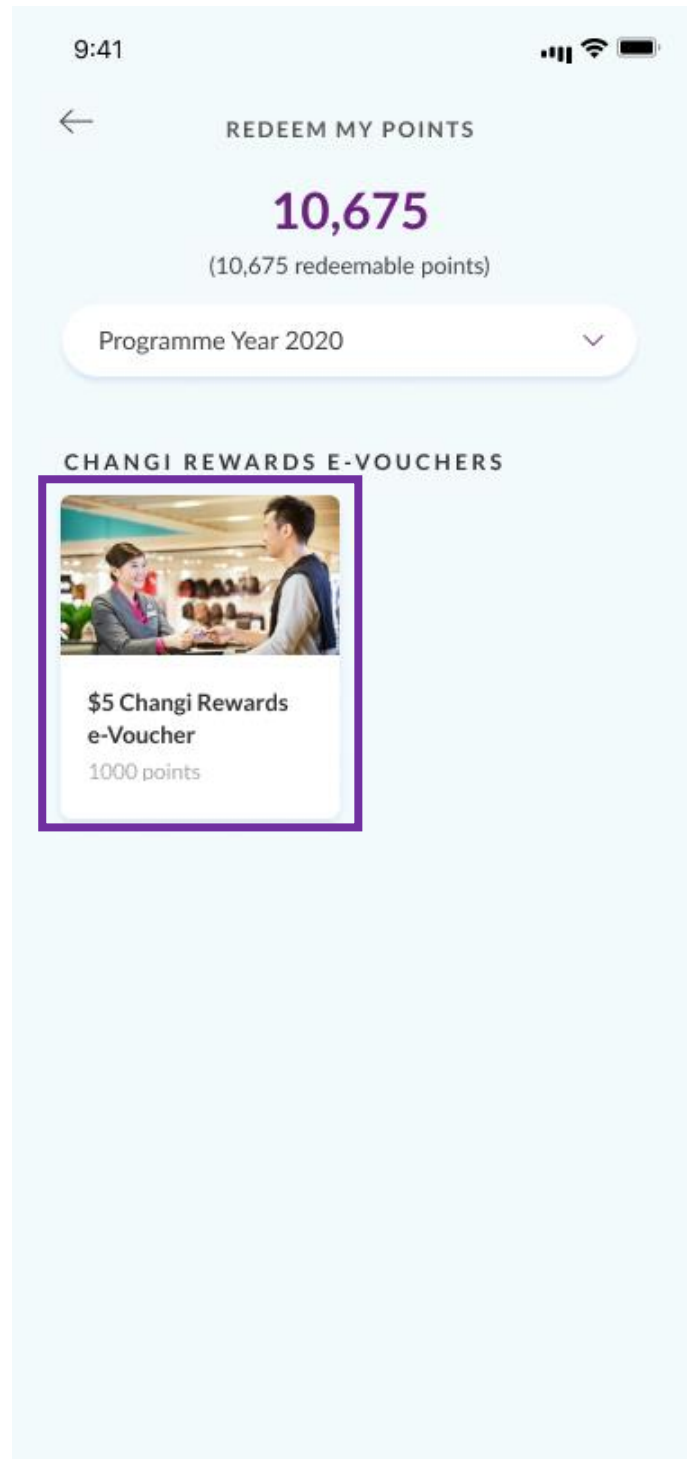
1. Launch the iChangi app & select **“Redeem”** beside your points



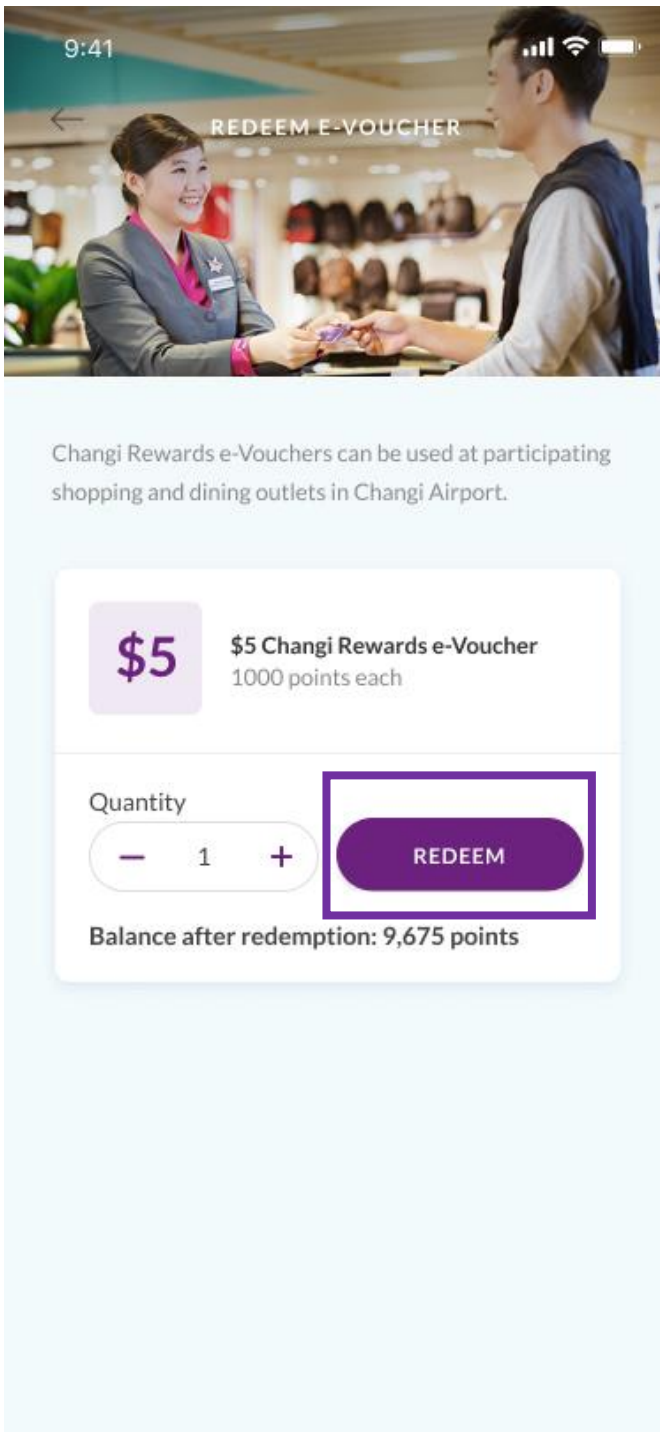
2. Select **“Redeem Points”**



3. Select **“Changi Rewards e-Vouchers”**



4. Select **“\$5 Changi Rewards e-Voucher”**



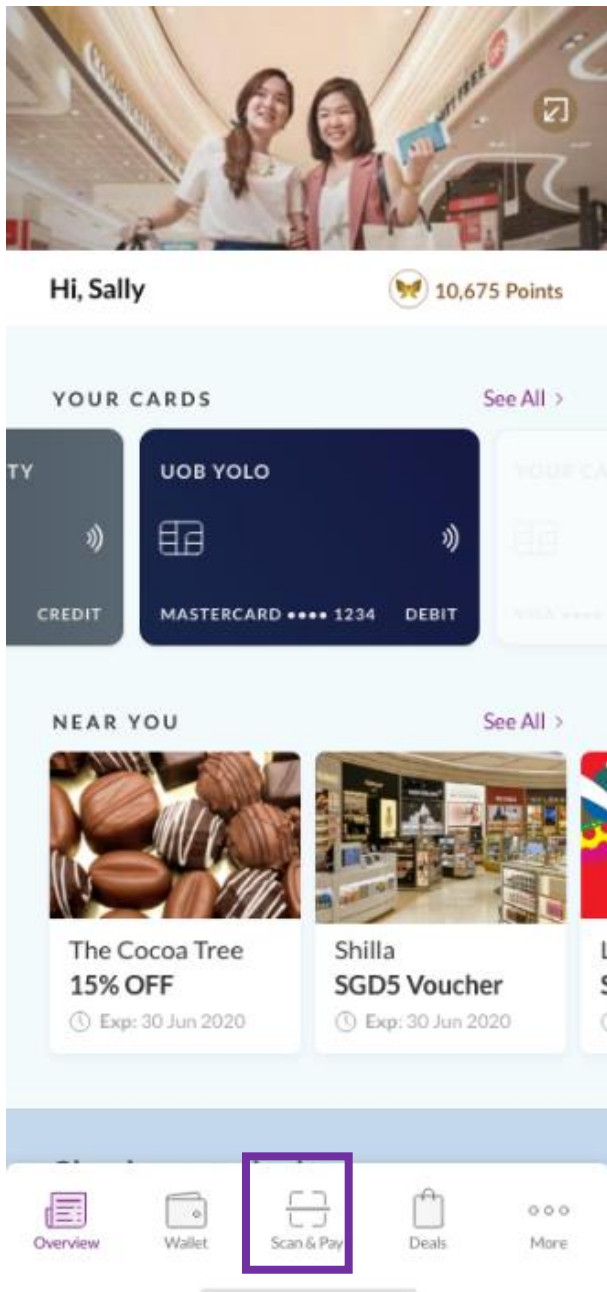
5. Select the quantity of vouchers you would like to redeem and press **“Redeem”**.



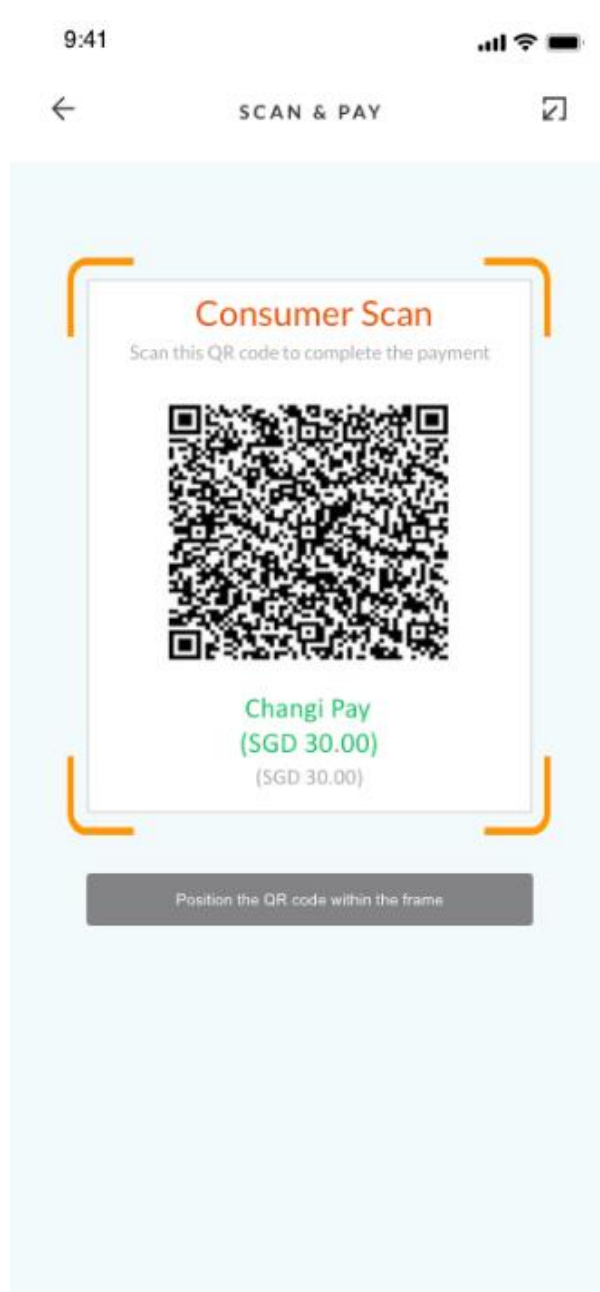
## 6. Paying with Changi Pay

### How do I pay with Changi Pay?

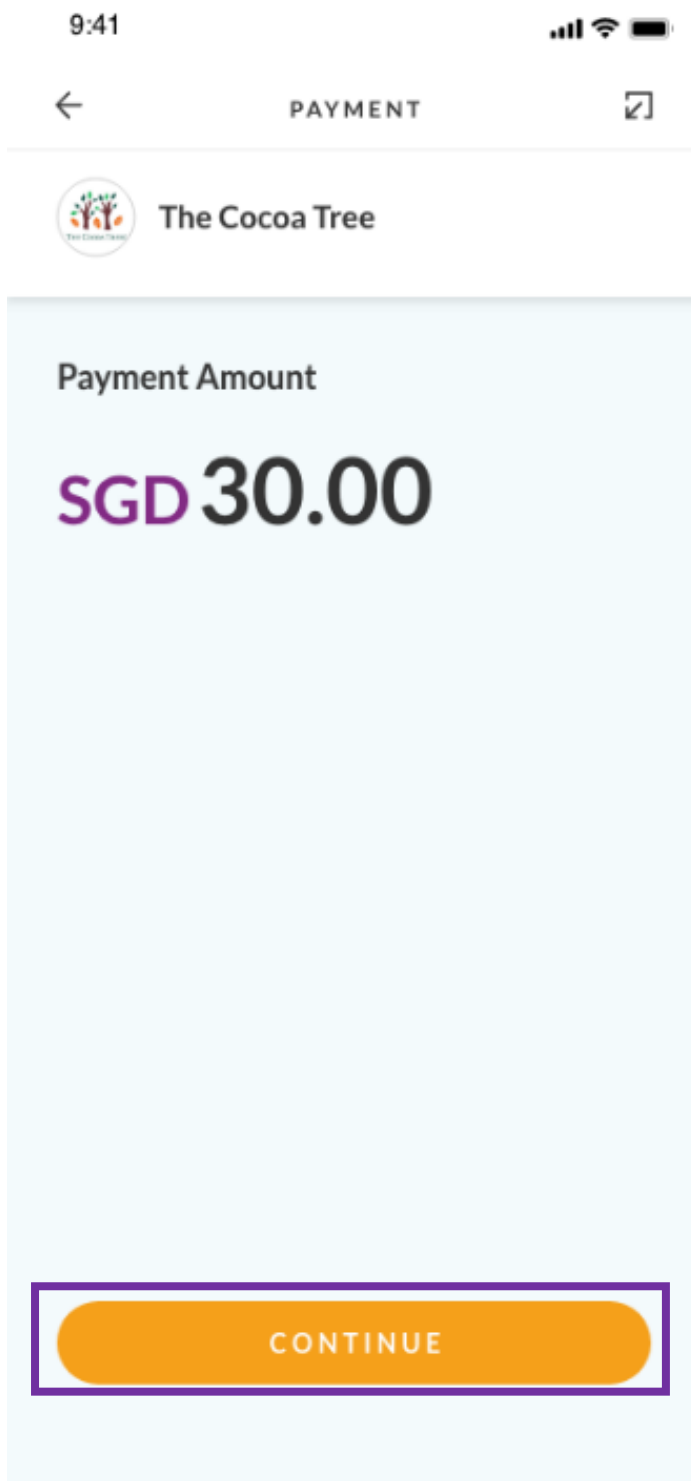
A: Please follow the steps below to pay with Changi Pay:



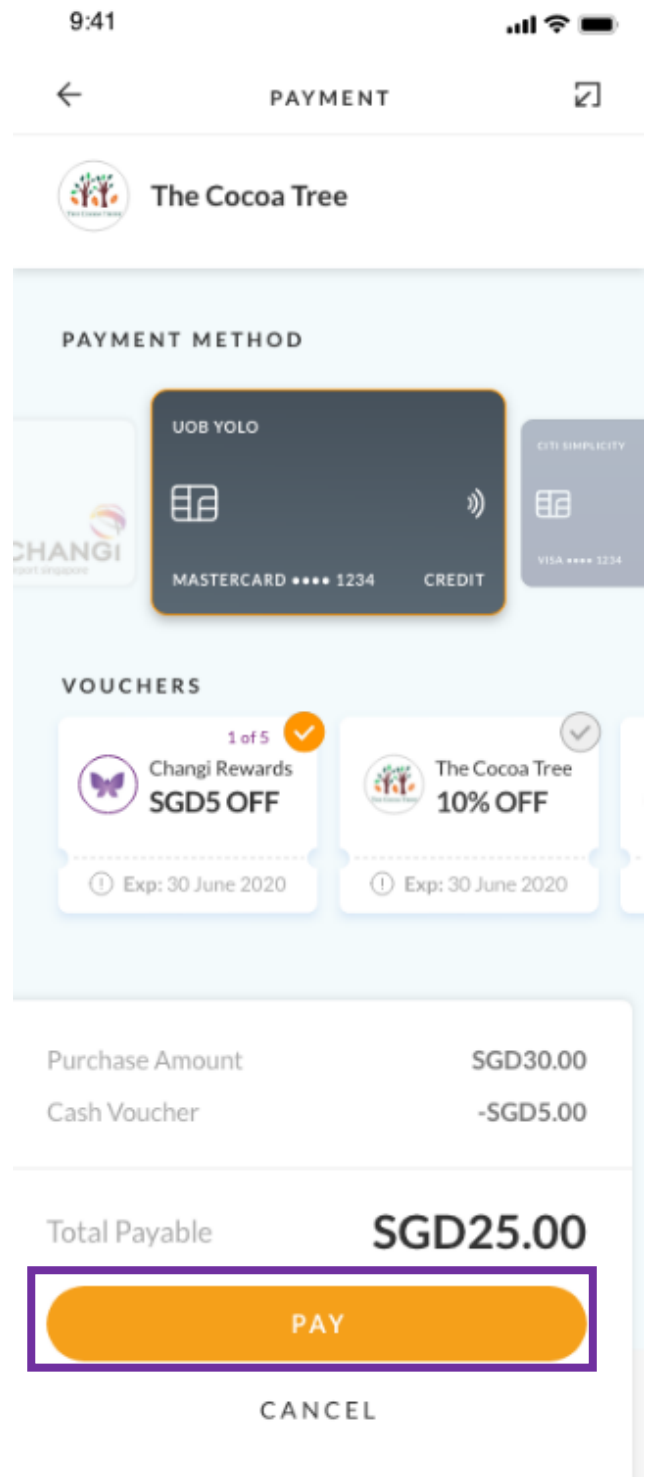
1. Go to Changi Pay and select the **“Scan & Pay”** tab from the bottom navigation bar.



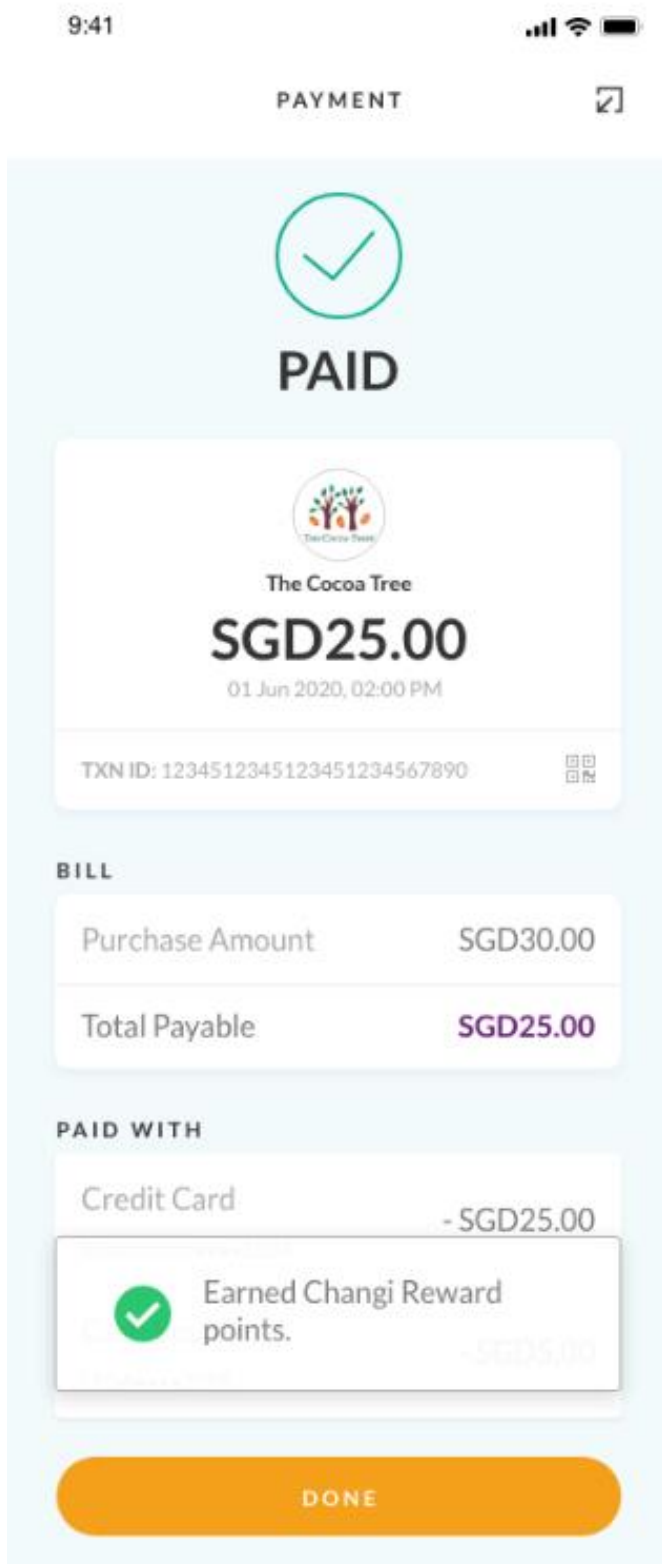
2. Scan the QR code provided by the cashier on the Point of Sales screen or Handheld Device.



3. Verify your total payable amount and select **“Continue”**.



4. Select the applicable voucher(s) to be used and credit card for payment, followed by **“Pay”**.



5. Once payment has been approved, you will be redirected to a payment success page.

## **Do I need an internet connection to pay using Changi Pay?**

A: Yes, during payment your mobile device must have a stable internet connection to pay using Changi Pay.

## **How do I use a voucher for my purchase?**

A: Kindly refer to the voucher section in the FAQ.

## **Do I need to top up money into Changi Pay to pay for my purchases?**

A: You do not need to top up money to pay for your purchases. This feature is currently not available. However, you need to add a credit/debit card to pay for purchases.

## **Do I need a credit / debit card to use Changi Pay?**

A: Changi Pay's current payment methods are credit / debit card and the application of vouchers. We are looking to progressively include other forms of payment methods.

## **I accidentally overpaid for my purchase. How do I get a refund?**

A: Immediately inform the outlet staff where you made your purchase and request for a refund. If that is not possible, you may send your refund request to [enquiry@changiairport.com](mailto:enquiry@changiairport.com) and CAG may direct your query to Liquid and Liquid will assist you accordingly. Kindly keep your receipt for ease of tracking.

## **Can I split my payment for one transaction over different credit cards within Changi Pay?**

A: No, you can only use one credit card per transaction.

## **Is there a maximum transaction limit?**

A: There is no transaction limit implemented by Changi Pay. However, your banks may apply a limit on your credit card spend.

## **Can I use Changi Pay on iShopChangi.com?**

A: Currently Changi Pay is not an available payment mode on iShopChangi.com. However, we are looking at enabling payments using Changi Pay soon!

## 7. Others

### **Where can I find out more about the Changi Rewards program?**

A: Please proceed to

<https://rewards.changiairport.com/en.html> to find out more about Changi Rewards.

### **How do I keep my Changi Pay account safe?**

A: Do not reveal your personal information to anyone (e.g Login Details, SMS OTPs, Credit Card details, Email details etc.). CAG will never ask you to share sensitive information (e.g password, credit card details etc.) via email or any other method. We also encourage you to keep your mobile phone safe by locking your mobile phone when not in use.

### **Who should I contact if I have more queries about Changi Pay?**

A: If you have a general query on Changi Pay that is not related to payment transactions carried out with Changi Pay, please send your queries to [enquiry@changiairport.com](mailto:enquiry@changiairport.com), and we will get back to you

as soon as possible. Alternatively, you can contact us via our general customer service hotline at +65 6595 6868. For all other queries and issues relating to payment transactions carried out with Changi Pay, including voiding of payment transactions, disputing payment transactions, carrying out of refunds, use of vouchers that are not issued by CAG, please contact Liquid Group directly via [support@liquidpay.com](mailto:support@liquidpay.com). If CAG receives any query of such nature, we will direct such query to Liquid Group and Liquid Group will respond to you accordingly.