

# FAQs for GrabPay Transaction Statements

**Q: How do I opt-in to receive GrabPay transaction statements?**

**A:** You can opt in to receive GrabPay Wallet statements by heading over to **Settings -> Communications** in your Grab App.

You'll see a section titled GrabPay with an option to turn on transaction statements. Please ensure you've turned on transaction statements, if you wish to receive daily GrabPay Wallet statements.

**Q: What will my GrabPay Wallet statement include?**

**A:**

Your GrabPay Wallet statement will include:

1) Payments made using your GrabPay balance (GrabPay Credits) over the last 24 hours.

2) Payments made using other payment methods (credit/debit cards, PayPal, etc) over the last 24 hours.

The following transaction types will appear in your statement:

1) Payment for Grab rides

2) Payment for GrabFood orders

3) Payment for GrabExpress deliveries

4) GrabPay top-ups

5) GrabPay fund transfers

6) GrabPay in-store payments

**Q: When will I receive my statement?**

**A:** Your statement will be generated and sent to your Grab-registered email address at the end of each day (between 11:00 PM and 3:00 AM).

**Q:** Can I still receive my GrabPay Wallet statement even though I've opted out of receiving marketing material from Grab?

**A:** Absolutely! Transaction statements are not categorised as marketing or promotional content. You can continue to receive statements even if you decide to opt out of receiving marketing content from Grab.

**Q:** Can I opt-out of receiving statements after a while?

**A:** Yes. If you no longer wish to receive GrabPay Wallet statements, you can turn off transaction statements under **Settings -> Communications -> GrabPay** in your Grab app.

**Q:** I've opted in but haven't been receiving my statements. What should I do?

**A:** Please report this issue via the Help Centre in your Grab App.

1. Tap on "Help Centre"
2. Select the "GrabPay" tab
3. Under "Report an Issue", tap on "More Issues"
4. Tap on "My GrabPay issue is not listed"
5. Email us about the statements that you did not receive

One of our customer support agents will investigate your issue, and respond within 3 working days.

**Q: I noticed discrepancies in my statement. What should I do?**

**A:** Please report any statement discrepancy you notice via the Help Centre in your Grab App.

1. Tap on "Help Centre"
2. Select the "GrabPay" tab
3. Under "Report an Issue", tap on "More Issues"
4. Tap on "My GrabPay issue is not listed"
5. Email us about any discrepancies you have noticed.

One of our customer support agents will investigate your issue, and respond within 3 working days.

**Q: Will I receive a statement if I've not made any GrabPay transaction on that day?**

**A:** No – if you have not made any GrabPay transactions (i.e. you've not made a payment using any of your GrabPay payment methods), you will not receive a statement.