

GOOGLE CODE IN 2019

-RAGHVI GUPTA

Digital Financial Services

Mobile Money Ecosystem

Who are the major mobile money players in Singapore?

- Grab Pay
- DBS PayLah
- Singtel Dash

How widely is Mobile Money used in Singapore? Is it interoperable?

Digital Business and Risk Assurance leader at PwC Singapore Greg Unsworth said that in developed economies like Singapore, which have well-established payment mechanisms in place, consumers do not feel as compelled to make the switch to mobile payments – unlike in emerging markets like Indonesia and Myanmar.

Banks here are hoping to change this and speed up the adoption of mobile payments. The Association of Banks in Singapore launched PayNow – a service that allows customers of seven participating banks to send and receive money to each other just by using their mobile number or identity card number.

Country head of personal financial services at United Overseas Bank Singapore Jacquelyn Tan pointed out those electronic payments - that include both digital as well as mobile modes - have grown in the past year.

Yes, it is interoperable. Mobile wallets, Acquirers and Payment Networks collaborate to enable interoperable QR payments in Singapore. SG QR payments via local and international credit cards, debit cards and stored value wallets will be supported, ensuring a seamless and streamlined e-payment experience for both consumers and merchants.

Grab Pay

Services/Products- GrabPay allows to earn double GrabRewards points compared to cash. These points can be redeemed for discounts off Grab rides or GrabFood orders, or for exciting partner rewards from GrabRewards catalogue. Finally, one can enjoy a wider range of services with GrabPay, including ride bookings, food deliveries,

in-store purchases, fund transfers to friends and family. Products are website and mobile app.

Cost structure- Users are required to make full payment of the User Charges for all services offered in the Application by the method selected at the time of booking, which may be cash, or one of the automated payment methods available to you on the Application. Any payment pursuant to such selection is non-refundable and irrevocable. Automated payment may be made by credit card and or debit card, by GrabPay, alternative e-Wallets or by PayLater or where available by such other methods as are made available in the Application.

No. of users- 100 million

Transaction volume of Grab Pay- GrabPay has an annual transaction limit of \$5,000 traditionally this is done by uploading NRIC and other documents, but it can now be done by logging into SingPass with MyInfo.

DBS Paylah

Services/Products- DBS PayLah is a mobile wallet which can be downloaded as an app onto the smartphone. Don't have to have a DBS/POSB bank account to use PayLah, but if one does, he/she can send and receive money directly from your bank account using the app's auto debit function. Wallet using internet banking.

Cost structure- DBS PayLah! Users will soon be able to use the mobile wallet at close to 10 million UnionPay QR code merchants in 24 countries

No. of users- 1.6 million users

Transaction volume of DBS Paylah- The total transaction limit for DBS PayLah is presently at S\$999 per day and the wallet balance is also capped at S\$999.

Singtel Dash

Services/Products- Singtel Dash is the all-in-one mobile wallet for payment and lifestyle needs. Whether in-store or online, locally or globally, Dash enables to make safe and easy payments anywhere. Download Dash to shop, dine, commute and send money with mobile phone now is one of its services.

Cost structure- Dash customers are now able to use their Visa Virtual Account on the Dash app at millions of online retailers worldwide and merchant points that accept Visa Contactless Payments. In addition, customers can also use Dash on Apple Pay, making it the first non-bank mobile wallet in Singapore on Apple's easy, secure and private payments system.

No. of users- Half a million registered users

Transaction volume of Singtel Dash- There is a cap of 30 overseas transactions per Singtel Dash account per month.

Digital Infrastructure

Level of adoption of electronic money in Singapore

In October 2018 study released by VMware revealed that only half of Singapore consumers believed e-wallets and payment apps were adequately secure. Another 65 percent believed likewise for mobile banking apps, the lowest amongst six Asian markets, while 81 percent still deemed cash to be the most secure mode of transaction, rating the payment option between 7 and 10 in terms of security.

The Singapore government is keen for the country to become a cashless society, investing efforts to drive higher adoption of e-payments in the country, such as the rollout of a single, unified POS terminal and the introduction of a peer-to-peer funds transfer service that enables users to pay and receive money using mobile numbers. It also launched a universal QR code that it hoped would better facilitate payments amongst different payment schemes, e-wallets, and banks.

Have there been any national laws passed to ease transition away from cash?

E-PAYMENTS are catching on in Singapore and the government is aiming to further reduce the use of cash and become cheque-free by 2025. It is also beefing up consumer protection against e-payment risks, said Minister for Education Ong Ye Kung, who is also a board member of the Monetary Authority of Singapore. The take-up rate of e-payments has been promising, he said at the 45th annual dinner of the Association of Banks in Singapore (ABS) on Wednesday. "Consumers are increasingly favoring e-payments," he said.

Is there a national real-time payment system in Singapore? What are the payment systems?

Real-Time Payments in Singapore. FAST (Fast and Secure Transfers), launched in March 2014, is the foundation for Singapore's national real-time payment scheme. It ensures a strong regulatory framework to provide a secure and safe payment environment. The initial launch of FAST-enabled immediate payments between different participating banks before the introduction of PayNow in 2017 brought real-time payments to consumers with peer-to-peer funds transfer based on mobile numbers. The very next year, PayNow Corporate went on to expand real-time payments' reach even further, enabling payments between consumers and businesses.

The emergence of SGQR (a standardized QR code that relies on the FAST infrastructure) will add further impetus to real-time payments, as the unified QR code scheme aims to address the fragmented (27 as of 2019) e-payment schemes in Singapore.

Mobile Wallets & Payment Systems

Who are the major mobile wallet providers?

Singtel Dash, Grab Pay and DBS PayLah are the major mobile wallet providers.

Singtel Dash Business Model- It's done through Virtual Visa Payment.

Grab Pay Business Model- The Grab app assigns taxis and private hire cars to nearby commuters through a location-sharing system. Each time the company enters a new market, they buy smartphones for drivers in countries that they expand to, allowing those drivers to pay daily installments for the phone.

DBS PayLah Pay Business Model-.DBS Bank aims to more than double its mobile wallet users to 3.5 million by 2023, up from its current user base of 1.6 million.

To achieve its target, the bank will roll out new initiatives to expand its DBS PayLah wallet functionalities over the course of 2020, which include introducing payment touch points across the region and ramping up platform partnerships, said DBS.

In a bid to boost its peer-to-business (P2B) services, DBS has signed more than 10 partnerships with lifestyle merchants in Singapore, with merchants such as fast food chain KFC, ticketing agent Sistic and AXS coming onboard the platform over the next few months.

Who are major Fintech players? What banks have finlabs or financial innovation labs?

Validus Capital, Everex, Sherelt, BetterTradeOff (BTO), Toast are the major Fintech players in Singapore.

The Finlab is located in Singapore Science Park.

Reference-<https://www.mas.gov.sg/development/fintech/fintech-innovation-labs>

Which ones are focused on financial inclusion in Singapore? What products & services do they offer?

Synechron's Financial Innovation Labs (FinLabs) bring together the latest hardware and software to help clients and how they can be applied to domain specific financial services and insurance use cases. They have six block chain accelerators focused on

Trade Finance, Mortgage Financing, and Insurance in Singapore. They include artificial Intelligence, Blockchain, Chatbots, Robotic Process Automation (RPA), mobile apps and biometrics, Virtual Reality (VR) and Augmented Reality (AR), natural language processing, gamification models, and digital initiatives.

What are the major trends?

Synechron announced that it has launched a new office and state-of-the-art Financial Innovation Lab (FinLab) in Singapore.

The new facility will help build Synechron's offering in the APAC region and partner with our clients on interactive workshops related to key digital strategies, such as AI, Blockchain, Data Analytics and RegTech that are reshaping the Financial Services landscape.

Synechron's new office in Singapore will strengthen its capabilities in serving the APAC financial services market. Given Synechron's new brand promise to 'Accelerate Digital', there will be a particular focus on Digital in the region.

The new FinLab in Singapore leverages Synechron's 300+ digital innovation SMEs globally and hosts over 50 Accelerators and counting. The space will allow clients to have direct interaction with the latest technology and prototypes in the market, including our recent Data Science Accelerators. This opening marks the 12th FinLab operating globally, with the others located in New York, Charlotte, Fort Lauderdale, London, Dubai, Hyderabad, Bengaluru, Pune, Serbia, Paris, and most recently, an upgraded FinLab in Amsterdam to expand its Technology business. Synechron will also be hosting its inaugural FinLabs Day on November 15th to showcase its newest innovations in Data Science.

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