



FREQUENTLY ASK QUESTIONS (F.A.Q) FOR MyMA APP AND eWALLET

- 1) WHAT IS MyMA MOBILE APP ?
- 2) HOW TO DOWNLOAD MyMA APP ?
- 3) WHERE IS STEP-BY-STEP VIDEOS TO USE MyMA APP ?
- 4) WHAT IS THE CUSTOMER SUPPORT FOR MyMA APP QUESTIONS ?
- 5) WHAT IS eWALLET IN MyMA App ?
- 6) WHAT IS VIRTUAL MASTERCARD INSIDE WALLET ?
- 7) WHAT CAN THE VIRTUAL WALLET BE USED FOR?
- 8) WHY I CANNOT LOGIN TO MYMA APP or eWALLET ?
- 9) HOW DO I TOP UP MY MyMA WALLET ?
- 10) HOW DO I CONDUCT AN ONLINE PURCHASE ?
- 11) HOW DO I BUY FROM DORM MERCHANTS USING MyMA WALLET ?
- 12) HOW DO I SEND MONEY TO ANOTHER MyMA WALLET ?
- 13) HOW DO I CHECK MY PREVIOUS PAYMENTS OR TRANSACTIONS ?
- 14) HOW DO I SUSPEND MY CARD ?
- 15) CAN I ADD SEVERAL CARDS TO MY WALLET ?
- 16) HOW CAN I TRANSFER MONEY BETWEEN MY WALLET AND CARD ?
- 17) HOW DO I RECEIVE THE MONEY TRANSFERRED FROM ANOTHER WALLET ?
- 18) WHAT ARE THE FEES CHARGED FOR USING THE CARD OVERSEAS?

MyMA App Helpdesk Technical Support -

(SG Working hours: 10am - 10pm)

MyMA CSO Helpline: (65) 9455-9163

MyMA CSO WhatsApp Support - <https://qrco.de/bbTiXB>

App Tech Support Email: Techsupport@myma.app



1) WHAT IS MyMA APP ?

MyMA app provides a 1-stop lifestyle mobile platform, supported by Manpower of Singapore (MOM) specially for all Foreign workers in Singapore, so they can access many features and benefits using MyMA app from their smartphone!

MyMA app wide range of services include: Lifestyle content, eWallet Financial Services, Digital Remittance overseas, Cashless Payments for Shopping, Food Catering, Entertainment Movies, Transport, Utilities, M.O.M Updates and many more benefits !

2) HOW TO DOWNLOAD MyMA APP ?

Download our latest MyMA mobile app from **Google Play store**: (Android only, iOS not ready yet)

<https://bit.ly/mymadownload>



<http://bit.ly/mymadownload>

“Like” 👍 & Share MyMA Facebook Page to see more updates -
<https://www.facebook.com/mymaapp>

3) ANY STEP-BY-STEP VIDEOS TO DEMO HOW TO USE MyMA APP?

MyMA app Download & New Registration with Features Overview Demo (Tamil/Eng) -
<https://youtu.be/Tq8m7sMes74>

MyMA app Personal Profile - Change of SG Mobile no#/ Password/ WP card Demo video (Tamil/Eng) -
<https://youtu.be/-Zro2HqEhQo>

MyMA app registered users - Forget Password OTP to Reset New PW quick demo (Tamil/Eng) -
<https://youtu.be/W7wNO2ZSZto>

MyMA app Temperature Updating Quick Demo video -
<https://youtu.be/kmmP3cM4D5M>

[Subscribe] to MyMA Videos YouTube Channel to see more video updates -
<https://bit.ly/mymayoutube>



4) WHAT IS THE CUSTOMER SUPPORT FOR MyMA APP IF HAVE QUESTIONS ?

Please contact our MyMA Customer Support WhatsApp Helpline: (65) 9455-9163

Email to: Techsupport@myma.app

5) WHAT IS eWALLET IN MyMA App ?

A virtual wallet is an online account that allows you to control and keep track of your App money transactions and Cashless payments.

6) WHAT IS VIRTUAL MASTERCARD INSIDE eWALLET ?

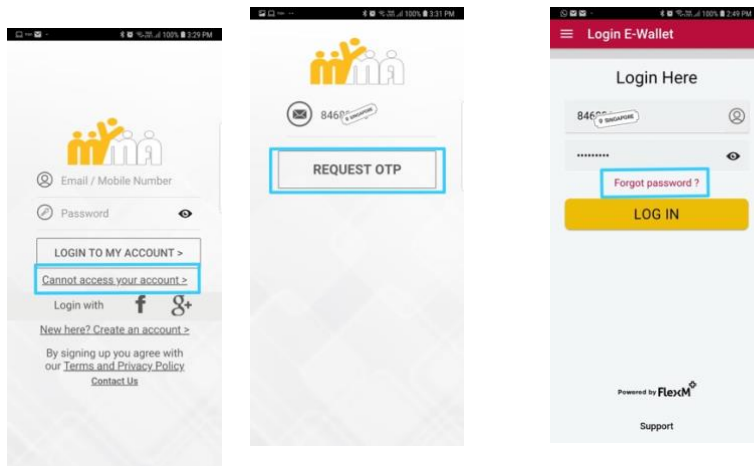
There's a virtual MasterCard Debit card with 16-digits card number that allows you to Top-up value from Internet Banking or ATM, Use the balance in your virtual wallet to shop online. When there is no balance stored in the virtual card as it uses the available balance straight from your wallet.

7) WHAT CAN THE eWALLET BE USED FOR ?

You can use the virtual card to pay bills and shop online at merchants that accept Mastercard both in Singapore and internationally.

8) WHY I CANNOT LOGIN TO MYMA APP or eWALLET ?

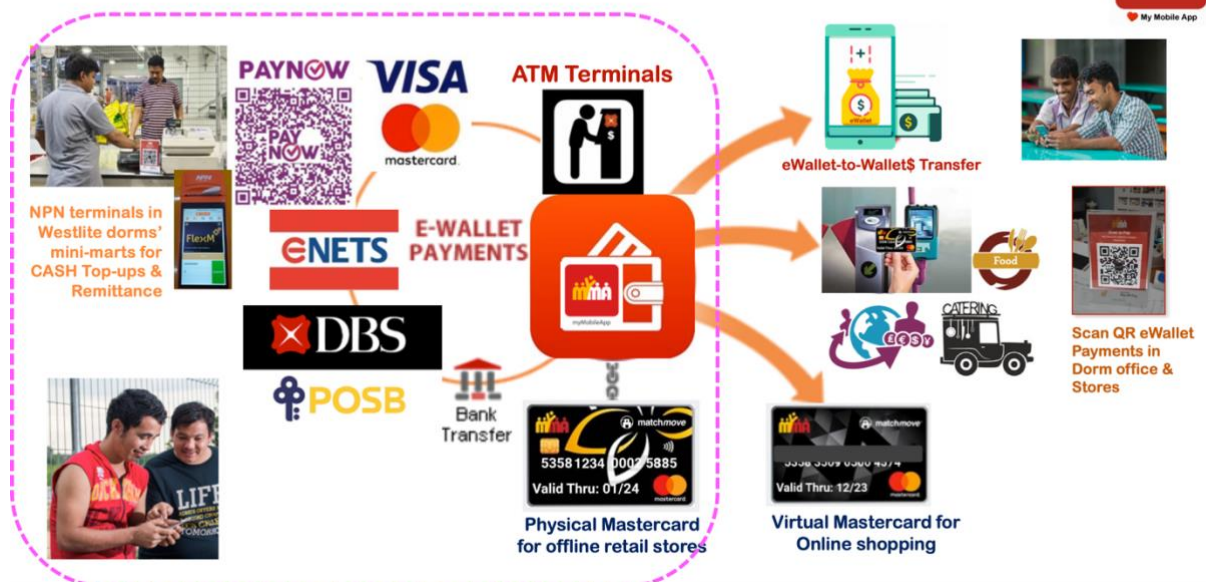
- If cannot login to MyMA app, please click [Cannot access your account >] for OTP request SMS and reset your new password to login.
- If cannot login to MyMA eWallet, please click [Forget Password] for OTP request SMS and reset your eWallet new password to login.



9) HOW DO I TOP UP MY MyMA WALLET ?

- You can Top-up your MYMA eWallet in 3 ways: DBS/POSB ATM, Internet Banking, and PayNOW
- Refer to the Step-by-Step User Guide for instructions found at the footer section of the MyMA wallet
- Or visit FlexM MyMA - <https://flexm.com/myma-app-user-terms-conditions>

MyMA eWallet need to Top-up \$\$\$ first before Remittance use



10) HOW DO I CONDUCT AN ONLINE PURCHASE WITH V MASTERCARD ?



MyMA Virtual/Physical Mastercard operates with a dynamic CVC code, for increased security. This means you will receive a new CVC code each time you make a purchase. The CVC on the back of your physical card does not work. What you need to do to receive your CVC:

- Step 1: Login to your virtual wallet
- Step 2: Click the button “GET” below the card you want to use
- Step 3: A one time CVC code will be sent to your registered mobile number
- Step 4: Enter the CVC code within 10 minutes to complete your payment

11) HOW DO I BUY FROM DORM MERCHANTS USING MyMA WALLET ?

- Step 1: Login to your MyMA eWallet
- Step 2: Click to go HOME menu and select [Physical Merchant]
- Enter the items price Amount S\$ you want to buy/pay for
- Step 4: Scan Merchant QR Code and see Merchant name, click Confirm to make payment
- Shows merchant transaction Payment approve = Success Paid !

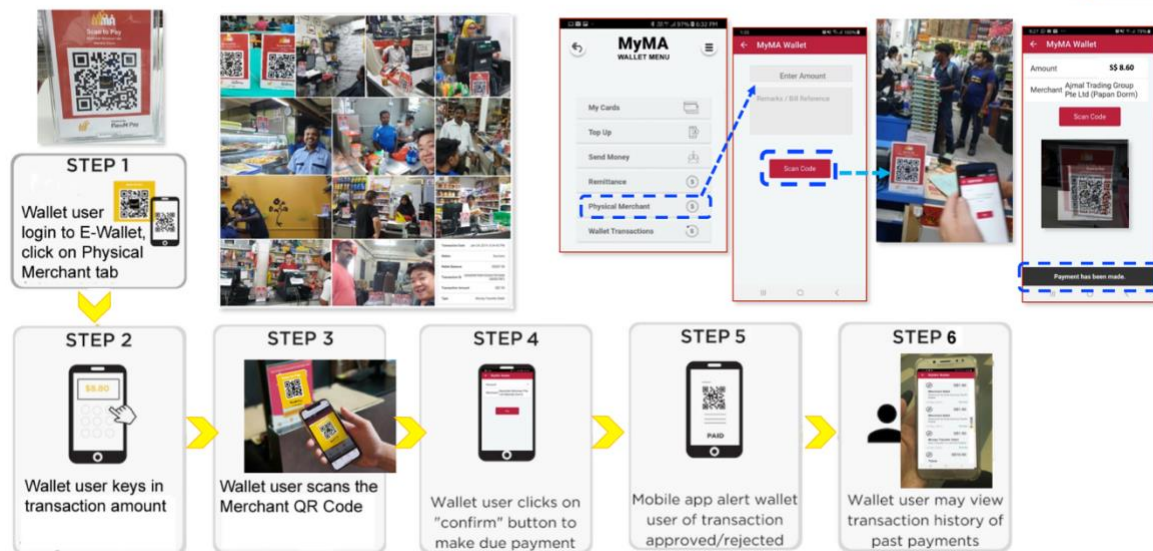


My Mobile App



My Mobile App

Cashless QR Payment\$ directly from MyMA eWallet inside Physical Merchant Retail stores



12) HOW DO I SEND MONEY FROM MY MyMA WALLET TO ANOTHER WALLET?

- Step 1: Login to your MyMA wallet
- Step 2: Go to HOME and click Send Money
- Step 3: Choose amount you want to send
- Step 4: Enter the mobile number (Singapore Registered) you want to send to
- Step 5: The receiver will receive a link
- Step 6: The receiver has to have a valid MyMA wallet in order to access the money

13) HOW DO I CHECK MY PREVIOUS PAYMENTS OR TRANSACTIONS?

- Step 1: Login to your MyMA wallet
- Step 2: Go to HOME and click WALLETS TRANSACTIONS

14) HOW DO I SUSPEND MY CARD?



- Step 1: Login to your MyMA wallet account
 - Step 2: Go to My Cards and select the desired card
 - Step 3: Click the button to Suspend Card
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15) CAN I ADD SEVERAL CARDS TO MY WALLET?

Yes, you can add up to 5 cards to your wallet. All you have to do is go to dashboard and click on the (+) to ADD ANOTHER CARD.

16) HOW CAN I TRANSFER MONEY BETWEEN MY WALLET AND CARD?

- Step 1: Login to your wallet
 - Step 2: Click LOAD CARD below the card you want to top up
 - Step 3: Choose amount
 - Step 4: The money will be instantly transferred from wallet to card
 - You may also un-load the money from the card back to your wallet
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17) HOW DO I RECEIVE THE MONEY TRANSFERRED FROM ANOTHER WALLET?

When a person has sent you funds via Wallet with your mobile number#, you will receive an email or SMS. The funds will be directly transferred to your wallet

18) HOW TO REMIT MONEY OVERSEAS WITH MyMA eWALLET ?



3 Steps MyMA App New eWallet Registration & Activation



Step 1

Click on your Profile photo to [Edit] your app Profile page



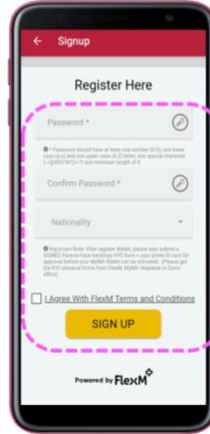
Step 2



Click Pencil below to Edit & Add clear Front & Back clear Photos of your valid SG Work Permit (WP) card

You can also Update/Change your new SG Mobile number# Or App Password inside this Profile page, Then click to SAVE and update your user's Profile in MyMA app!

Step 3



Enter in your own private eWallet Password * (Example: Myma@123) and confirm with SAME Password, Select pull-down listing your Nationality of Country origin

Read T&Cs and tick box, then click [SIGN UP] to Register your MyMA eWallet!



MyMA App eWallet KYC approval Process before using Remittance



AFTER your MyMA eWallet registered, then Send us your personal Selfie photo with Identification (ID), holding your own Dorm Pass ID and valid SG Work Permit (WP) Card for Proof of SG address like this example >>> Email your Remit form, MyMA app Mobile no# AND Selfie ID photos to: Techsupport@Myma.app for Govt. KYC approval (1-3 work days) Need KYC approval Before you can send Remittance\$ via MyMA app eWallet



Please contact our MyMA Helpdesk CSOs to guide you how to activate your MyMA eWallet & Remittance KYC steps.. WhatsApp CSO Support at: 9455-9163 or click WA link - <https://qrco.de/bbTiXB>

MyMA Helpdesk CSOs WhatsApp Support
(SG Working hours: 10am to 10pm)
(65) 9455 9163

<https://qrco.de/bbTiXB>

MyMA app eWallet approved users Login & Remittance Steps Demo (Tamil/Eng) - <https://youtu.be/OeKr06aT1Co>



My Mobile App

DIGITAL REMITTANCE anytime with

FlexPay

Step 1: TOP-UP TO YOUR MyMA app

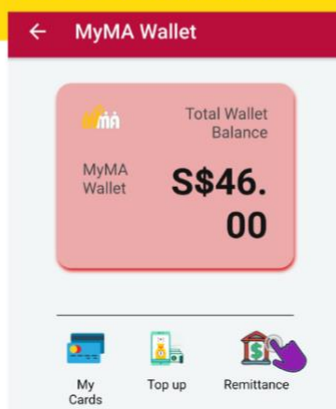


MyMobileApp

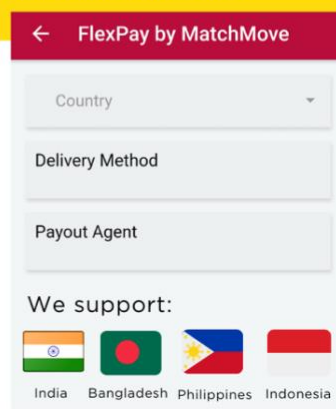
Step 2: Tap on 'Overseas Remittance'



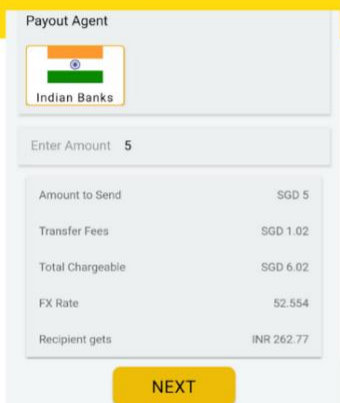
Step 3: Login to your MyMA wallet, tap 'Remittance'



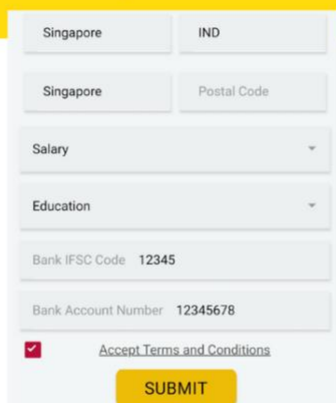
Step 4: Select your country and delivery method



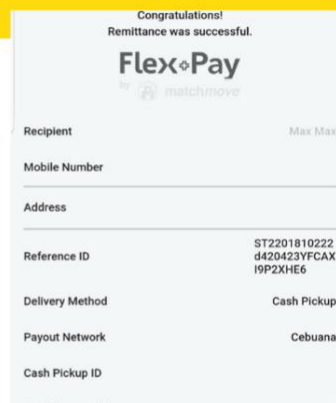
Step 5: Enter amount to remit and tap 'Next'



Step 6: Enter your beneficiary details & submit



Step 7: Screenshot and share with your beneficiary



Your loved ones can collect the cash from the (1) designated bank or (2) pick-up point in their home country

Managed by



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