

Was it sent to your VPA/QR Code or to your UEN?

VPA/QR Code

UEN

Is it a reasonably large transfer?

YES

NO

A. Under Review

Please expect 1-2 working day delays in receiving large transfers.

While PayNow transfers are [popularly believed](#) to be [instant](#), they can be withheld for review.

As a provider of financial services, Aspire and our partners have rigorous [regulatory and AML/CFT policies](#). We are required by MAS to understand the purpose of our client transactions and can withhold a payment for further review, even if a client has informed us beforehand of the incoming transactions.

As a general guideline:

- If a transfer is initiated/made on a working day [before 6pm](#), it will be reviewed the [same](#) working day, and [released the day after review](#)
- If a transfer is initiated/made on a working day [after 6pm/or on a weekend](#), it will be reviewed the [next](#) working day, and [released the day after review](#)
- Aspire will occasionally request supporting documents (e.g. Invoices) to understand the nature of your incoming PayNow transfer
- Going forward, you may consider using [FAST transfers](#) for quicker processing times and minimising delays.

B. Likely Timeout/Connection Breakdown

Your transaction has likely encountered a [timeout/connection breakdown](#).

This can happen [even after](#) the sender has a [confirmation screenshot](#) that funds have been sent.

The flow of funds during a timeout is as follows:

1. Funds leave sender's account [for a brief moment](#)
2. A [timeout](#) occurs within a matter of seconds, and [reverses](#) back to the sender's account within seconds
3. Funds [never reach](#) Aspire's PayNow partner (Liquid Group) from the sending bank
4. Liquid Group does not send money over to Aspire's client account

As a guideline, Association of Banks Singapore (ABS) advises merchants [not to rely](#) on sender's [payment screenshot](#) as confirmation of [successful receipt](#) of funds.

Merchants should [always sight the funds](#) in their account [first](#), before releasing goods & services to the sender.

C. Landed in a Non-Aspire Account

Your transfer has likely landed in [another bank account](#) linked to your UEN.

You would have seen in the [terms and conditions](#) that Aspire partners with a Non-Bank Financial Institution (NFI) (Liquid Group) to offer you Inward PayNow services.

As such, Aspire [only](#) provides a [VPA/VPA linked QR code](#) for your senders to send funds to.

- [VPA/VPA linked QR Codes](#) - are the unique PayNow receiving address that [NFIs are exclusively](#) allowed to issue customers
- [UEN/UEN linked QR codes](#) - are the unique PayNow receiving address that [banks are exclusively](#) allowed to issue customers