

Procedure To Update Credit or Debit Card Details

This is a procedure to update credit or debit card details whenever a card is lost or stolen and a replacement card is received.

- 1) Go to www.whizcomms.com.sg and click login on the top right corner of the webpage.

As featured across multiple media, WhizComms is the lowest price 1Gbps home fibre broadband & IDD voice plan in Singapore.

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SIGN UP LOGIN

Get Singapore's most affordable 1Gbps Broadband at just \$39/mth for 24 months, or \$47/mth for a short 12-month plan.
Includes Wireless Router. Free Weekday installation from 9am – 5.30pm.

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Here at WhizComms, we've got you covered with our Hi-Speed 1Gbps broadband plans at less than \$1.60 a day. Not only do we provide you with fast broadband at an affordable price, we also provide flexibility.

Speak to us! Online

- 2) Enter User login details. If there is any difficulty, either click forget password or chat with the available customer care by clicking the “Speak to us!” on the bottom right corner.

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Login

User ID / email

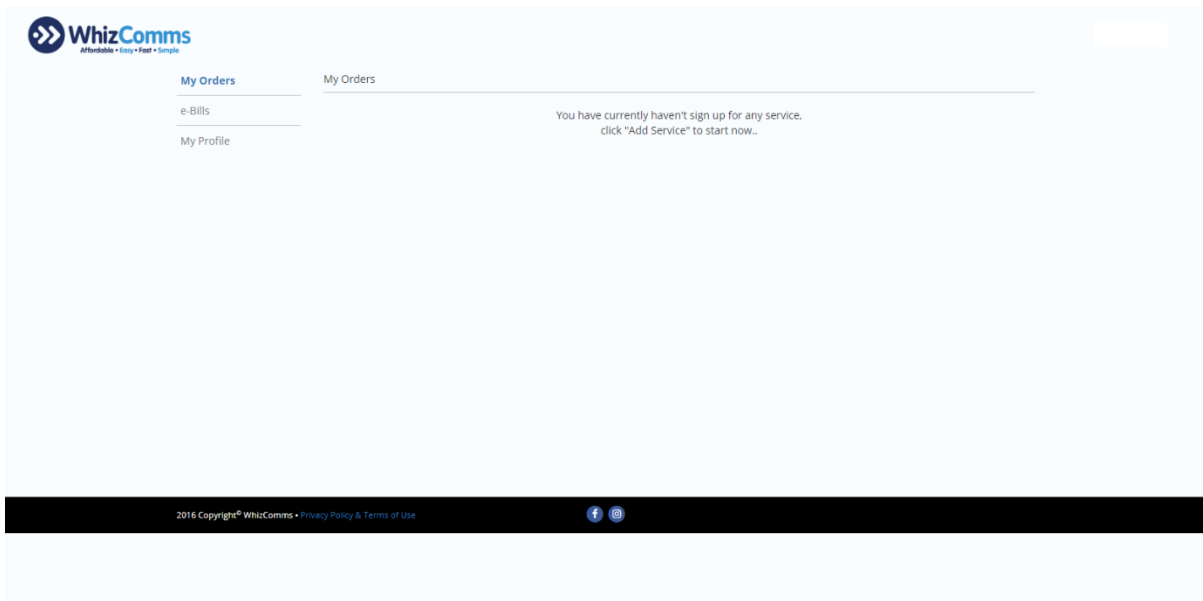
Password

Login

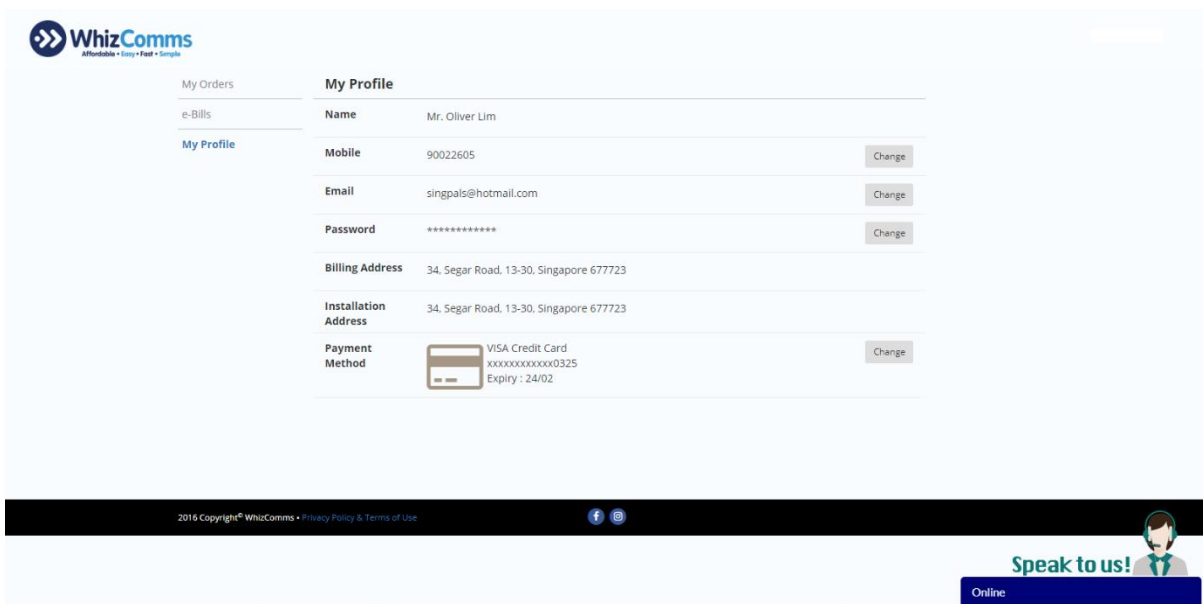
Forgot Password

Speak to us! Online

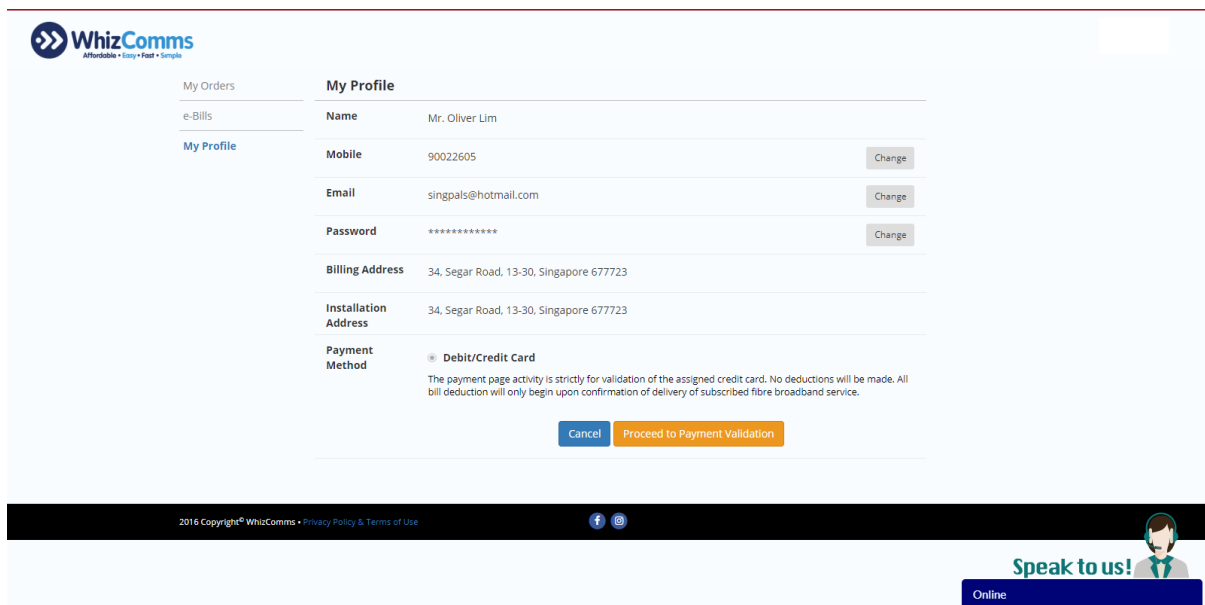
3) When u have successfully logged into your account, click My Profile on the left side of the webpage



4) Click "Change" on the Payment Method



5) Click "Proceed to Payment Validation" on the Payment Method



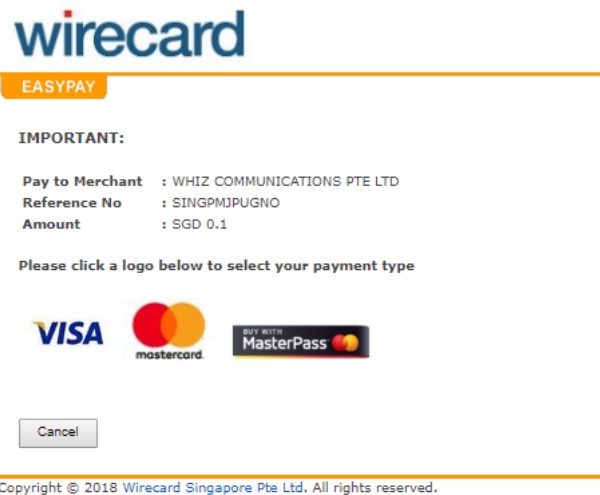
The screenshot shows the WhizComms user interface. On the left, there is a navigation menu with options: My Orders, e-Bills, and My Profile (which is selected). The main content area is titled "My Profile" and contains a form with the following fields:

Name	Mr. Oliver Lim	
Mobile	90022605	Change
Email	singpals@hotmail.com	Change
Password	*****	Change
Billing Address	34, Segar Road, 13-30, Singapore 677723	
Installation Address	34, Segar Road, 13-30, Singapore 677723	
Payment Method	<input checked="" type="radio"/> Debit/Credit Card <small>The payment page activity is strictly for validation of the assigned credit card. No deductions will be made. All bill deduction will only begin upon confirmation of delivery of subscribed fibre broadband service.</small>	

At the bottom of the form, there are two buttons: "Cancel" and "Proceed to Payment Validation".

At the bottom of the page, there is a footer with copyright information: "2016 Copyright © WhizComms • Privacy Policy & Terms of Use". There are also social media icons for Facebook and Instagram. On the right side, there is a chat widget with a headset icon and the text "Speak to us! Online".

6) Click a logo to select Payment Type. The logo must be the same as shown on your Credit or Debit Card.



The screenshot shows the Wirecard EASYPAY payment page. At the top, the Wirecard logo is displayed. Below it, the word "EASYPAY" is written in a blue box. The page contains the following information:

IMPORTANT:

Pay to Merchant : WHIZ COMMUNICATIONS PTE LTD
Reference No : SINGPMJPUGNO
Amount : SGD 0.1

Please click a logo below to select your payment type

Below this text, there are three logos: VISA, mastercard, and BUY WITH MasterPass. At the bottom, there is a "Cancel" button.

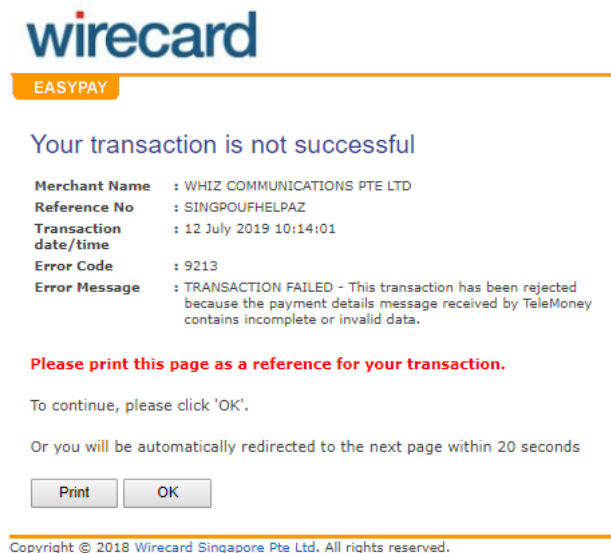
At the very bottom, there is a copyright notice: "Copyright © 2018 Wirecard Singapore Pte Ltd. All rights reserved."

7) Enter the updated Credit or Debit Card details, and then click "Submit"



The image shows a payment form for Wirecard EASYPAY. At the top is the Wirecard logo and the EASYPAY label. Below that is the Mastercard SecureCode logo. A notice states: "Please note that you may be redirected to your bank's page to authorise this transaction." The main heading is "Please enter payment card details". The form includes fields for "Credit Card Number: *", "Expiry Date: *" (with two dropdown menus), "CVC2: *" (with a "What is CVC2?" link), and "Card Holder Name:". At the bottom are "Back", "Cancel", and "Submit" buttons. A copyright notice at the bottom reads: "Copyright © 2018 Wirecard Singapore Pte Ltd. All rights reserved."

8) Once this activity is completed you will be provided with a successful status. If the event if an unsuccessful status is received as shown below, click ok and retry the procedure again.



The image shows a transaction failure message from Wirecard EASYPAY. At the top is the Wirecard logo and the EASYPAY label. The heading is "Your transaction is not successful". Below this is a list of transaction details: "Merchant Name : WHIZ COMMUNICATIONS PTE LTD", "Reference No : SINGPOUFHELPAZ", "Transaction date/time : 12 July 2019 10:14:01", "Error Code : 9213", and "Error Message : TRANSACTION FAILED - This transaction has been rejected because the payment details message received by TeleMoney contains incomplete or invalid data." A red instruction says: "Please print this page as a reference for your transaction." Below this, it says: "To continue, please click 'OK'." and "Or you will be automatically redirected to the next page within 20 seconds". At the bottom are "Print" and "OK" buttons. A copyright notice at the bottom reads: "Copyright © 2018 Wirecard Singapore Pte Ltd. All rights reserved."