

Status Page

A live look at every service powering YouTrip across our markets.

All systems operational

Australia Operational 18 of 18 services running smoothly View details -	Singapore Operational 23 of 23 services running smoothly View details -	Thailand Operational 14 of 14 services running smoothly View details -
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Operational Service Degradation Maintenance

YouTrip restores all Singapore services after a 19 October outage blamed on a vendor system

Description

YouTrip’s services in Singapore are back to normal after a major outage on Monday (19 October) knocked out top-ups, in-app currency exchange and card payments for most of the day. The multi-currency wallet said in a statement, quoted by CNA and The Straits Times, that all functions were fully back up and operating as normal at 6.45pm, and all 23 Singapore services show as operational on its [service status page](#).

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YouTrip’s status page shows all 23 Singapore services as operational. Screenshot: YouTrip, 20 October 2026

In the same statement, as reported by CNA and The Straits Times, YouTrip put the disruption down to a technical issue in a third-party vendor system. It said its immediate priority is the active monitoring of the vendor's system stability, and that users' funds and accounts remain completely safe.

How the day unfolded

By 10.40am, YouTrip was telling users on its Facebook page that the app was having technical difficulties and that card payments, ATM withdrawals and other services could be degraded.

At noon, 19 of the 23 Singapore services on the status page were down. Only four still worked: login, viewing card details, sign-up and eSIM. Wallet top-ups, in-app exchange, ATM withdrawals and digital wallet payments were all unavailable.

Recovery came in stages. By mid-afternoon most functions, including exchange and top-ups, were back, but three services stayed degraded: card transactions, payment authentication and ATM withdrawals. Those were the last to clear before the 6.45pm all-clear. Thailand, where 11 of 14 YouTrip services went down, was restored on a similar timeline.

What to look at in the app

The services that recovered last were the ones that touch money already spent: card payments and payment authentication. Card payments attempted during the disruption follow YouTrip's standard rules for pending and reversed transactions.

YouTrip's support centre sets out how those entries resolve. A Pending transaction is an authorised payment held by Mastercard until the merchant accepts it, and every pending transaction is completed or reversed within eight days. A Reversed entry is one the merchant did not clear in that cycle, and the full amount goes back to the YouTrip balance.

Duplicate charges follow the same clock. Where a merchant authorises the card twice, for instance in two currencies, One of the records is normally reversed within eight days.

Raising a dispute

If a charge is still wrong after that window, the dispute route is inside the app. Under View All in the transaction list, the user taps the transaction, then Raise an issue for this transaction.

Three conditions apply:

- A dispute must be filed within 45 days of the transaction date.
- The card linked to the dispute is suspended as soon as the dispute is submitted. YouTrip reviews it within three days and issues a free replacement card if the case is eligible.
- An S\$15 chargeback handling fee may apply if a false declaration is made and later proven.

A transaction that the cardholder does not recognise at all is handled differently. YouTrip's guidance is to lock the card in the app and email its fraud reporting team at fraud-reporting@you.co, and to make

a police report if the card has been lost, stolen or used fraudulently. General queries go through the [Contact Us](#) function in the app or to customer@you.co.

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