



REAL-TIME REMITTANCE TO PHILIPPINES VIA PHILIPPINES NATIONAL BANK (PNB)

=====

Frequently Asked Questions:

General

1. Overview

1.1 What is this remittance service all about?

This is a new remittance service offered by SingPost in collaboration with Philippine National Bank (PNB). It is a fast, convenient, and secure remittance service that allows the sender to remit money real-time into a recipient's bank account maintained with PNB in Philippines.

1.2 What are the benefits of this service?

This is a fast, convenient and secure remittance service available at any of SingPost's 62 post offices and selected Self-service Automated Machine (S.A.M) conveniently located island-wide. The money will be credited real-time to the Recipient's bank account maintained with PNB.

1.3 Where can I find this CASHOME Philippine National Bank (PNB) Remittance Service?

CASHOME – Philippine National Bank (PNB) Remittance Service is now available at the following channels:

- ALL 62 Post Offices island-wide
- Selected Self-service Automated Machines (S.A.M) located at the Post Offices

1.4 What are the payment modes?

You can fund your remittance transaction by NETS or Cash and you need to provide us with your recipient's bank account number and the remittance amount. Based on your instructions, we will credit the money into your recipient's bank account maintained with PNB.

If you are transacting at S.A.M, payment can only be made by NETS.

2. Sending Money

2.1 Do I need to register for the service?

You need to first register for a CASHOME Card at any post office. A CASHOME Card is an identification card for you to use at any post offices, selected S.A.M or even vPOST (if applicable) to remit money to your recipients. This saves you the hassle of filling up any forms for subsequent transactions.

After registering for a CASHOME Card, you are also required to do a one-time registration of the designated recipient's name and recipient's PNB Bank Account Number at the Post

Office. Should there be any changes in the Recipient's Bank Account Number or if you would like to add on more recipients to your CASHOME Card, you need to proceed to any Post Office to do so regardless if the transaction would be done at the Post Office, S.A.M or vPOST (if applicable).

2.2 How do I send money?

There are 2 ways in which you may send money via CASHOME Philippine National Bank Remittance Service:

1. ALL 62 Post Offices island-wide
2. Selected Self-service Automated Machines (S.A.M) located at the Post Offices

1. Through ALL 62 Post Offices island-wide (Over-The-Counter)

This is the most conventional way to send money to your loved ones through our vast Post Office network island-wide. The Post Office Staff would assist you with the CASHOME – Philippine National Bank (PNB) Remittance Service Transaction.

Step 1: You need to first register for a CASHOME Card at any of the 62 Post Offices by presenting your NRIC or Work Permit. You will be presented with a CASHOME Card instantly.

Step 2: You will also need to do a one-time registration of the Recipient's details in the CASHOME Card and you will have to provide the Staff at the Post Office with the Recipient Name and PNB Bank Account Number whom you would like to send money to.

Step 3: Advise the Staff which recipient to send the money to and the amount to send.

Step 4: Make payment via CASH or NETS over the counter and you will receive a CASHOME Philippine National Bank (PNB) Remittance Transaction Receipt. The money will be credited into the recipient's PNB Bank Account within the same day.

For subsequent CASHOME Philippine National Bank (PNB) remittance transaction at the post offices, please present your CASHOME Card to the staff at the Post Office and proceed with **Step 3 & Step 4**.

However, please note that should you need to register for any new recipients or amend the Recipient's Bank Account Number, you would have to do so at any Post Office. Do ensure that you bring along your CASHOME Card.

2. Through Selected Self-service Automated Machines (S.A.M) located at the Post Offices

To further meet your remittance needs, you may want to send money via CASHOME Philippine National Bank (PNB) Remittance Service on selected Self-service Automated Machines (S.A.M). Gone are the days when you need to rush to the Post Office right before it closes its door! You can now send money on selected S.A.M 24/7 at your own convenience!

Step 1 & 2: You would have to ensure that both Step 1 & 2 above are completed at the Post Office before you could start transacting CASHOME Philippine National Bank (PNB) Remittance Transaction on S.A.M.

Step 3: Go to any S.A.M located at any Post Office. Select the Remittance Icon on the right hand side of the S.A.M screen. Insert the CASHOME Card and follow through the

simple step-by-step guide screen flow on S.A.M to select the desired Recipient to send the money to and key in the amount to send.

Step 4: Confirm that all information is correct before proceeding to the payment page. Payment can only be made by NETS for S.A.M transactions and you will receive a CASHOME Philippine National Bank (PNB) Remittance Transaction Receipt. The money will be credited into the recipient's PNB Bank Account within the same day.

For subsequent CASHOME Philippine National Bank (PNB) remittance transaction at S.A.M, you may just proceed with **Step 3 & Step 4** above.

However, please note that should you need to register for any new recipients or amend the Recipient's Bank Account Number, you would have to do so at any Post Office. Do ensure that you bring your CASHOME Card.

2.3 Is registration of the CASHOME card free?

The CASHOME Card is free! For subsequent card replacement, a S\$5 fee applies each time.

2.4 What if I do not know the bank account number of my recipient?

Please check the recipient's PNB bank account number as you will need it to remit the money.

2.5 How will I be informed that the funds have been successfully sent?

You will receive a transaction confirmation receipt once your transaction is confirmed.

3. Receiving Money

3.1 Who can receive money?

Anyone with a valid bank account maintained with PNB in Philippines can receive money through this remittance service.

3.2 How much does the Recipient have to pay?

Our fees are charged to the Sender. No fee is expected to be charged on the Recipient.

4. Fees/Charges

4.1 What are the fees involved in this remittance service?

CASHOME Philippine National Bank (PNB) real time remittance service to Philippines is one of the most competitively priced remittance services in the market. The sender needs to pay a flat fee of S\$5.00 for each remittance transaction regardless if the transaction is done at the Post Office or S.A.M.

4.2 Who pays the fees, the person sending the money or the person receiving it?

The sender remitting the money pays the transfer fee.

4.3 Can I choose which currency to remit the money to?

You can only remit money to Recipient in Philippine Peso (PHP).

4.4 What exchange rate is used?

The exchange rate used will be the rate quoted to you at the point of the remittance transaction.

5. Limits

5.1 What is the minimum and maximum amount I can transfer?

In order to ensure the maximum security for the remittance transaction and in keeping with money transfer regulations, the maximum remittance amount is S\$3,500 per sender per day.

6. Time

6.1 How long does the money take to arrive in the recipient's bank account?

The money will be credited real-time to the recipient's bank account maintained by PNB. Your recipient can verify the funds received by checking with the bank branch or updating his/her passbook.

7. Security

7.1 Is the service secure?

YES, the service is extremely secure. SingPost is committed to safeguarding your personal information and privacy.

7.2 Is there an audit trail for funds received?

Yes, SingPost is obliged by law to hold details of all transactions.

8. Transaction Queries

8.1 Can I cancel the transaction?

As the transfer is initiated immediately once you complete the transaction, you are unable to cancel it.

8.2 What should I do when my Recipient reports non-receipt of the remittance money?

You need to present the original receipt at the post office and submit a transaction enquiry. SingPost will notify you on your enquiry at the earliest possible time.

9. Service Issues

9.1 Where can I call for assistance in case of service issues?

You may call our customer service hotline at 1605.