

FAQs: Western Union Remittance Account and Remittance at SAM Kiosk

1. How do I register for a Western Union remittance account?

- a. To use the SAM Kiosk for Western Union remittance services, you will need to register for a Western Union remittance account at any Post Office, where a SingPost Service Ambassador will assist you.
- b. You will need to bring along your valid ID, fill up a Western Union remittance account registration form, and any supporting documents required for your registration.
- c. You may change or edit your details and your receiver list at any Post Office.
- d. Once your account is set up, you will receive a My WU card, using the My WU Card number as your login user ID. An SMS with your password will be sent to your registered mobile no.
- e. You can now start sending a Western Union Money Transfer on any SAM Kiosk.

2. How many receivers can I add to the Western Union remittance account?

- a. You can add up to 10 receiver details in your account.

3. Are there any charges for the Western Union remittance account?

- a. No, Western Union remittance account registration is FREE of Charge.

4. I am already a Western Union remittance customer at SingPost; do I still need to register for a Western Union remittance account?

- a. For your convenience to use our SAM Kiosk, you will need to register for a Western Union remittance account.

5. I already have a My WU card; do I still need to register for the Western Union remittance account?

- a. Yes, this is so that we can add your My WU card no. and your details into our database to enable you to use our SAM Kiosks.

6. What will I get when I register for a Western Union remittance account?

- a. If you do not have a My WU card, you will be issued a new My WU card at registration.
- b. If you are an existing My WU card holder, your My WU card will be registered to be used for SAM Kiosks.
- c. You will receive a password via SMS to your registered mobile no. You will be required to change your password when you first login to the SAM Kiosk.
- d. You will need to register your list of receivers to be able to remit to them using the SAM kiosks.

7. How do I send a Western Union Money Transfer on the SAM Kiosk?

- a. You may refer to the SAM Kiosk Self-help Guide for a step by step instruction on how to use the remittance for SAM Kiosk.

8. What information or documents are required for me to register?

- a. You need to fill up the Western Union remittance account registration form.
- b. The table below shows the required valid ID you will need to bring upon registering at the Post Office.

No.	Type of Applicant	Valid ID required for Registration
1.	Singaporeans	1. NRIC 2. Singapore Drivers Licence 3. Singapore Passport 4. SAF 11B You are encouraged to bring your NRIC on subsequent remittance transactions.
2.	Singapore Permanent Residents	1. NRIC 2. Singapore Drivers Licence You are encouraged to bring your NRIC on subsequent remittance transactions.
3.	Foreigners residing in Singapore	1. ICA issued Visas or Documents 2. MOM issued Work Permit / Special (S) Pass / Employment (E) Pass / Dependent / Student Pass

	IMPORTANT NOTE:
	<p>Foreigners NOT residing in Singapore are NOT allowed to register for a Remittance Account with SingPost.</p> <p><i>For example: Tourists, In-Transit Travellers etc.(Passport Holders)</i></p> <p>Customers may still send as a Non-Registered Customer with an original and valid Passport presented at Post Office.</p>

- c. These documents must be presented as **original AND valid (not expired) at the point of registration.**
- d. If your valid ID is expiring within 2 months **at the point of registration**, you will be required to present your renewed valid ID, in person at the Post Office to be verified again.
- e. At first registration, we will process you for verification and stick a tamper-proof sticker to your card. This is to indicate that we already have your ID on file.
- f. For subsequent visits to Post Office, of if you wish to conduct your remittance at the Post Office, you must still bring your original and valid ID and present it to our Service Ambassador for verification.
- g. If your ID has no tamper-proof sticker or if it has been scratched off, your ID will have to be photocopied by the Service Ambassador and a new sticker will be placed on your card.

9. Where can I find the SAM kiosk?

- a. All SAM Kiosks are remittance enabled.
- b. We have 300 SAM kiosks island wide.
- c. You may also visit our [MySAM website](#) to find a SAM Kiosk near your location and their operating hours.

10. What is the mode of payment for remittance on SAM kiosk?

- a. SAM Kiosks accepts NETS or NETS Flash Pay as payment for your remittance transaction, subject to the card limit imposed by your bank and NETS respectively.

11. What is the remittance transaction limit on the SAM kiosks?

- a. You can send up to a maximum amount of S\$3,000.00 through SAM Kiosk. However, your Bank may impose a NETS card limit which will apply as the maximum amount for your particular transaction. You may refer to your bank’s customer service to find out your NETS card limit.
- b. NETS Flash Pay mode of payment is subjected to the NETS Flash Pay maximum amount limits. You may refer to NETS Flash Pay to find out more.

12. What type of remittance service is available at SAM Kiosk?

- a. We have Western Union Money Transfer Services available at all SAM Kiosk.
- b. Western Union Money Transfer services include Money in Minutes^ cash pick up and Direct to Bank services worldwide.
- c. ^Funds may be delayed or services unavailable based on certain transaction conditions, including amount sent, destination country, currency availability, regulatory and foreign exchange issues, required receiver action(s), identification requirements, agent location hours, differences in time zones, or selection of delayed options. Additional restrictions may apply.

13. How much is the transfer fee for the remittance service on SAM kiosk?

- a. Western Union transfer fees at SAM Kiosk is currently \$0*
 - i. This promotion has been **extended till 31 October 2017**
- b. *Western Union also makes money from currency exchange. When choosing a money transmitter, carefully compare both transfer fees and exchange rates. Fees and foreign exchange rates may vary by brand, channel, and location based on a number of factors. Fees and rates subject to change without notice. Subject to applicable taxes (if any).

14. How will I get the Money Transfer Control Number (MTCN)?

- a. Once a transaction is completed at SAM kiosk and payment is successful, you will get a receipt with the Money Transfer Control Number (MTCN).
- b. You will also receive an SMS notification through your registered mobile phone.

15. Can I receive money through the SAM Kiosk?

- a. No. You can only send money; pay-out is not available through the SAM Kiosk.
- b. You may receive your money at any [SingPost Post Office locations](#) near you.

16. What is the Sending Currency?

- a. The SAM Kiosk only accepts Singapore Dollars.

17. Will I be able to see the exchange rate?

- a. Yes, you can check the exchange rates by selecting the “Check Rates” option after you login to SAM Kiosk.
- b. You may also call Western Union Customer Service number at 6336 2000, for current and up to date rates.

18. Is it possible to fix the pay-out amount?

- a. You may enter the pay-out amount in the receiving country’s currency on the SAM Kiosk. However, there are countries that do not allow fix on send transactions, e.g. China is fix on receive.
- b. Fixed-on-Receive countries may vary from time to time.
- c. Please read the country information first before proceeding to send your money.

19. Can I send a money transfer through SAM kiosk without visiting a Post Office first?

- a. No, you will need to register for a Western Union Remittance account first at the Post Office before you can send through the SAM kiosk.
- b. Once you are registered, you may use the SAM kiosk without having to go to the Post Office.
- c. You will be informed in future if you need to go to the post office, for example, your ID has expired in which case you will need to update your account with your new valid ID.

20. What if I need to make any changes to my Money Transfer, e.g. change of receiver name or replace an MTCN?

- a. You will need to visit the post office
- b. Fill out the amendment form with the following information
 - i. MTCN No.
 - ii. Sender’s ID No.
 - iii. Sender’s ID Expiry Date
 - iv. Any Amendment to Receiver’s Name, to be written CLEARLY & LEGIBLY
 - v. Customer’s signature IS MANDATORY
- c. You will be advised by the Service Ambassador on how long it will take for your intended change to be effected.

21. Is there any operating hours for the SAM kiosk?

- a. Most SAM Kiosks stay open 24/7, unless they are at a Post Office within a mall that does not allow access to our auto lobby after their own operating hours.
- b. You may also visit our SingPost website to [find a SAM Kiosk near your location](#) and their operating hours.

22. How fast can the receiver collect the funds if I send money via SAM kiosk?

- a. Funds generally take minutes to reach a receiver by cash pick up at any agent location or credited to the receiver’s bank account, for selected banks in your receiver’s country. Service and funds may be delayed or unavailable depending on transaction conditions, including regulatory and foreign exchange issues, identification requirements, consumer protection issues, delivery restrictions, bank operating hours, banking and local holidays, and differences in time zones. If any of these exceptions occur where your funds are not received by your receiver within the stipulated time, you may call the Western Union Customer Service number at 6336 2000 for more information or for further instructions.

23. Which country can I send to via SAM kiosk?

- a. You can send money worldwide as long as you have registered the receiver details at the Post Office.

24. How can I track the transaction performed at SAM kiosk?

- a. You can use the Money Transfer Control Number (MTCN) to track the status of your transaction through the [Western Union Website](#) or by calling the Western Union Customer Service number at 6336 2000.

25. What should I do when my receiver reports non-receipt of funds?

- a. You can call the Western Union Customer Service number at 6336 2000 and provide them your name and your Money Transfer Control Number (MTCN) to track the status of your transaction.

26. Where can I seek assistance in case of service issues?

- a. You may contact either of the following:
 - i. Call Western Union Customer Service Number at 6336 2000
 - ii. Lodge an enquiry through our [SingPost website](#)
 - iii. Call our SingPost 24/7 Customer Care Hotline at 1605
 - iv. Lodge an enquiry at any Post Office (operating hours apply). Please refer to our [SingPost website for the List of Post Office Locations](#) and their operating hours.
- b. Please ensure you provide the correct and complete details for us to assist you:
 - i. When calling Western Union Customer Service Number
 - 1. All you need is your name and the tracking number (MTCN) printed on your receipt to verify if the money transfer has been paid.
 - ii. When calling Singapore Post Customer Service Hotline
 - 1. Singapore Post Transaction Reference Number (starts with "S")
 - 2. Date and Time of Transaction
 - 3. Indicate that it is a Western Union Money Transfer Service
- c. For verification purpose and to aid in the investigation, our Customer Service Agents or Post Office Service Ambassadors may request for you to provide additional details regarding your transaction beyond the initial details you have provided earlier.

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