

# You can SEND MONEY HOME ANYTIME!



## SAM KIOSK SELF-HELP GUIDE

### It's so easy to send money home now!

Step 1

Sign up for a Western Union® remittance account at any Post Office.

Information required to create an account:

- Sender's valid identification card
- Receiver's first name & last name
- Receiver's contact number

For sending to a bank account, following details are also required:

- Receiver's bank name
- Receiver's branch state & city
- Receiver's branch name
- IFSC code (only for India bank account)
- Bank account number



Step 2

Once account is created, proceed to any SAM kiosk to send money. The following information is required:

- My WU card 9-digit number
- Your mobile phone (to receive one-time password)
- Login default password (sent to your mobile number after account registration)

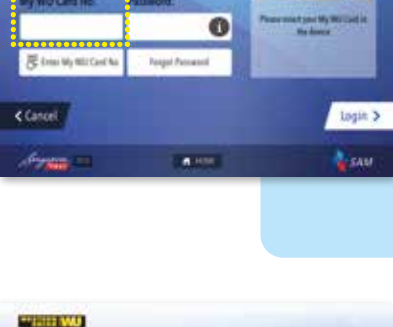


## Simple steps to send money using SAM kiosk

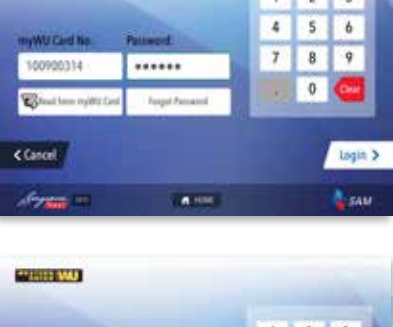
To log in to SAM kiosk, a remittance account has to be created at any Post Office first.

Your default login password will be sent to your registered mobile number once account is created.

### Part 1: Get started at SAM Kiosk

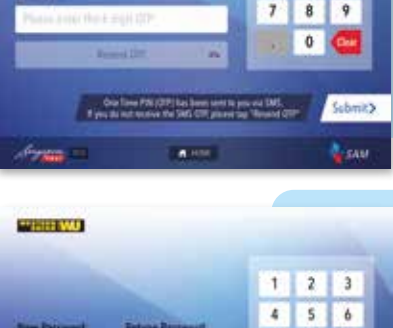
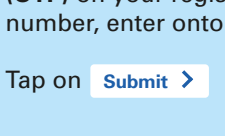


- Tap on **Send Money** button on the home screen.



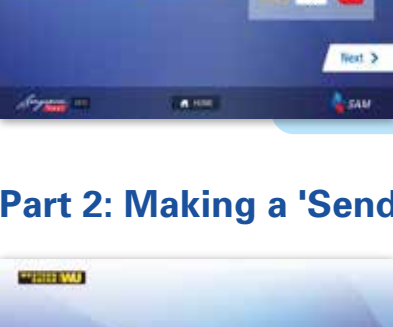
- Insert My WU card into the card reader or enter your 9-digit My WU card number.

- Remove card from card reader once card number is reflected on the screen.



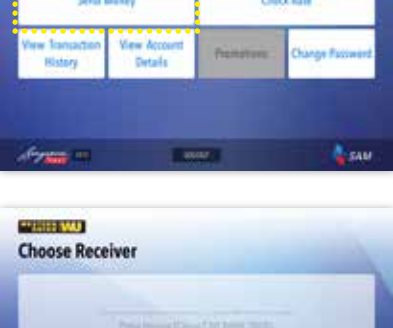
- Enter your default password which is your date of birth (DDMMYY).

- Tap on **Login >**



- Upon receiving the **one-time pin (OTP)** on your registered mobile number, enter onto the screen.

- Tap on **Submit >**



- If you are logging in for the first time, you will be prompted to change your password before continuing with the transaction.

Please ensure that your password is changed to a new 6-digit password.

- Tap on **Next >** to continue.

### Part 2: Making a 'Send Money' Transaction



- Tap on **Send Money**



- Choose the receiver whom you would like to send money to.

- Tap on **Next >**



- Before proceeding, ensure that your receiver's details are accurate.

- Tap on **Next >** to continue.



- Key in your send amount in Singapore dollars or foreign currency amount.

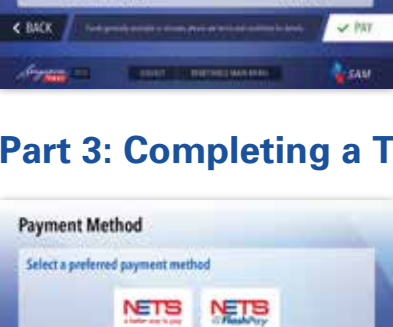
- Tap on **Calculate** to find out the final rates.

- Tap on **Next >**



- Choose purpose of remittance.

- Tap on **Next >**



- Choose source of funds.

- Tap on **Next >**



- Tap on **I Agree >** after reading the notice, terms and conditions.

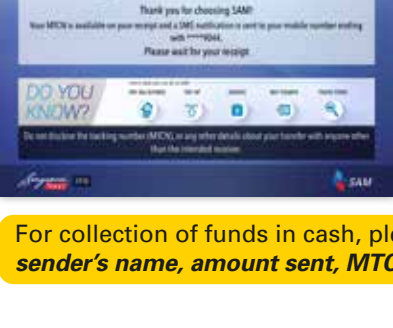


- Review the transaction details.

- Ensure that the send amount including service fee is correct.

- Tap on **✓ PAY**

### Part 3: Completing a Transaction



- Select **NETS** or **NETS FlashPay** as your preferred mode of payment.



- For NETS payment, insert your ATM card into the card reader to complete the transaction.

- Follow on-screen instruction.



- If NETS FlashPay is chosen as the mode of payment, place card on the contactless reader. Remove card after "beep" sound.

- NETS FlashPay payment is only available for transaction amount less than SGD500.



- Your money transfer is completed. Remember to take your receipt which contains your transaction reference number, also known as Money Transfer Control Number (MTCN).

- A confirmation SMS will also be sent to you.

For collection of funds in cash, please provide these details to the receiver: **sender's name, amount sent, MTCN & country where the money was sent from**

## Have questions? We can help!

Want to know how to send money using SAM kiosk or encounter any issue?  
**Call 1605 (24 hours)**

Enquiring on money transfer status?  
**Call 6336 2000 (Monday to Sunday, 8am to 7pm)**