



REAL-TIME REMITTANCE TO PHILIPPINES

Frequently Asked Questions:

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 the designated post offices conveniently located island wide. The money will be credited real-time to the recipient's bank account maintained by PNB.

1.3 **Which post offices offer this service?**

This service is available at selected 51 post offices.

1.4 **What are the payment modes?**

You can fund your remittance transaction by NETS or by 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.

2. **Sending Money**

2.1 **Do I need to register for the service?**

You will need to register for a CASHOME Card. A CASHOME Card is an identification card for you to use at any of the designated post offices to remit money to your recipient. This saves you the hassle of filling out any forms.

2.2 **How do I send money?**

You need to register for a CASHOME Card and sign up for the remittance service at any of the designated post offices offering this service.

You need to present your CASHOME Card to the counter-staff at any of our designated post offices. Inform the counter-staff which recipient you want to send money to and the remittance amount.

Hand the money to the counter-staff and make payment. You will receive the transaction receipt.

2.3 Is registration of the CASHOME card free?

The Cashome Card is free! For subsequent card replacements, 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 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 real time remittance service to Philippines is one of the most competitively priced remittance services in the market. The sender needs to pay a fee of S\$5.00 for each remittance transaction.

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

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

You may call our customer service hotline at 1605.