



REMITTANCE VIA VISA MONEY TRANSFER (VMT)

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Frequently Asked Questions:

General

1. Overview

1.1 What is CASHOME Visa Money Transfer?

CASHOME - Visa Money Transfer is a remittance service offered by SingPost in collaboration with Visa International. It is a smart, simple and secured remittance service that allows the transfer of money into a Visa Credit, Visa Debit or Visa Prepaid Card in 21 global markets worldwide.

1.2 Which are the 21 countries which I can send money to?

Through SingPost's CASHOME - Visa Money Transfer Service, you can remit money to Recipient's Visa Credit, Visa Debit or Visa Prepaid Card issued in the following countries:

1. Australia,
2. Bangladesh
3. Canada
4. China
5. France
6. Germany
7. Hong Kong
8. India
9. Indonesia
10. Ireland
11. Malaysia
12. Netherlands
13. New Zealand
14. Philippines
15. Russia
16. Scotland
17. Spain
18. Sri Lanka
19. Taiwan
20. Thailand
21. United Kingdom.

1.3 Where can I find this CASHOME Visa Money Transfer Service?

CASHOME - Visa Money Transfer 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
- SingPost internet portal, vPOST

1.4 How does it work?

You can use your NETS card or cash to remit funds to a Visa cardholder. The money will be processed through Visa's international network and the funds will be credited to your designated recipient's Visa account within three working days.

The recipient can then access the funds sent to his / her Visa card at any of the 27 million Visa acceptance locations or through any of the one million Visa/Plus ATMs worldwide that offer cash access in local currency, instead of having to travel to a bank branch or agent location.

The convenience that the service offers through SingPost's wide network of post offices, self-service automated machines (S.A.M.) and now through SingPost's very own internet portal, vPOST, has proven that it is a smarter way to remit money via CASHOME Visa Money Transfer service with Visa's vast acceptance locations and ATMs worldwide.

1.5 What are the benefits of CASHOME - Visa Money Transfer?

The key benefits of the service are:

- Low transfer fee
- Fund is directly credited into the recipient's Visa Credit, Visa Debit or Visa Prepaid Card account
- Simple transfer procedures as only the recipient's name and Visa card number is required
- Easy access island-wide at all 62 post offices, selected Self-service Automated Machine (S.A.M) and on SingPost internet portal, vPOST.

2. Sending Money

2.1 Do I need a Visa Card to be able to use the service?

No. You may fund the transaction by NETS or by Cash. The funds will be electronically transferred to your Recipient's Visa Card. To send money via CASHOME Visa Money Transfer Service via:

- Post Offices: CASH and NETS are accepted
- Self serviced Automated Machines (S.A.M): Only NETS is accepted
- vPOST: Only eNETS Debit Card is accepted

2.2 Do I need to register for the service?

Yes, you will need to 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 and vPOST to remit money to your recipient. This saves you the hassle of filling up any forms for subsequent transactions.

You are also required to do a one-time registration of the designated recipient's name and 16 digits Visa Credit, Visa Debit or Visa Prepaid Card. Should there be any changes in the recipient's Visa card number or 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, on S.A.M or vPOST online.

In addition, If you would like to transact CASHOME Visa Money Transfer service via vPOST, you would also need to register as a vPOST member first.

2.3 How do I send money?

There are **3 ways** in which you may send money via CASHOME Visa Money Transfer Service:

1. ALL 62 Post Offices island-wide (Over-The-Counter)
2. Selected Self-service Automated Machines (S.A.M) located at the Post Offices
3. SingPost internet portal, vPOST

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 Visa Money Transfer transaction.

Step 1: You need to first register for a CASHOME Card at any of our 62 post offices by presenting your NRIC, Work Permit or Passport. 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's Name and 16 digits Visa Credit, Visa Debit or Visa Prepaid Card number whom you would like to send the 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 Visa Money Transfer Transaction Receipt. The money will be credited into the recipient's Visa Card in 2-3 working days.

For subsequent CASHOME Visa Money Transfer transactions at the post offices, please present your CASHOME Card to the staff and proceed with **Step 3 & Step 4**.

However, please note that should you need to register for any new recipients, you would still have to do so at any Post Office. Do ensure that you bring your CASHOME Card along to register the new recipients (Recipient Name and 16 digit Visa Card numbers).

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 Visa Money Transfer on our 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 before you could start transacting CASHOME Visa Money Transfer 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 Visa Money Transfer Transaction Receipt. The money will be credited into the recipient's Visa Card in 2-3 working days.

For subsequent CASHOME Visa Money Transfer transactions at S.A.M, you may just proceed with **Step 3 & Step 4**.

However, please note that should you need to register for any new recipients, you would still have to do so at any Post Office. Do ensure that you bring your CASHOME Card along to register the new recipients (Recipient Name and 16 digit Visa Card numbers).

3. Through SingPost internet portal, vPOST

To provide you with even greater convenience, you can now send money via CASHOME Visa Money Transfer at the comfort of your own home anytime of the day in just a few clicks via SingPost's online portal vPOST!

Step 1 & 2: You would have to ensure that both Step 1 & 2 above are completed before Your CASHOME Card is ready for use.

Step 3: Upon completing Step 1 & 2, you would also need to do a one-time registration as a vPOST Member. You may follow the following procedure:

- 1) Logon to vPOST website at www.vPOST.com.sg and register as a vPOST customer
- 2) Submit a copy of your NRIC/Work Permit to vPOST Operations Team via any of the following means:
 - Email: enquiries@vpost.com.sg
 - Fax: 6841 3982
 - Submit at any of the 62 Post Office
 - Normal Mail: 10 Eunos Road 8 #01-35A Singapore Post Centre Singapore 408600
- 3) Upon receiving a copy of your NRIC/Work Permit, vPOST Operations Team will verify your account and send you an unique PIN number to the mailing address indicated on the NRIC/Work Permit for you to log on to vPOST to activate your vPOST account so that you can start using the various on-line transaction modules such as bill payments, online shopping and remittance services on vPOST.

Step 4: Log on to your vPOST account using your User ID and Password. Select the My Remittance (CASHOME) Icon on the left hand side menu bar. You will then be prompted to key in your 12 digits CASHOME Card Number. Follow through the simple step-by-step guide screen flow on vPOST to select the desired Recipient to send the money to and key in the amount to send.

Step 5: Confirm that all information is correct before proceeding to the payment page. Payment can only be made by e-NETS Debit for vPOST transactions and you are encouraged to print out the CASHOME Visa Money Transfer Transaction Receipt before exiting from the transaction module. The money will be credited into the recipient's Visa Card in 2-3 working days.

For subsequent CASHOME Visa Money Transfer transactions on vPOST, you just need to proceed with **Step 4 & Step 5**.

However, please note that should you need to register for any new recipients, you would still have to do so at any Post Office. Do ensure that you bring your CASHOME Card along to register the new recipients (Recipient Name and 16 digit Visa Card numbers).

2.4 When can I start sending money via CASHOME Visa Money Transfer?

You may start transacting via CASHOME Visa Money Transfer when you have already applied for a CASHOME Card with Recipient Name and the 16 digits Visa Card number registered at the Post Office.

If you are a new customer to CASHOME, you will be given the option to choose whether you would like to sign up as a vPOST customer at the post office to enable you to have the option to perform selected remittance services on vPOST in future. Staff at the Post Office will be able to assist you with this.

In order to transact CASHOME Visa Money Transfer on vPOST, customers need to sign up as a vPOST member and have his/her vPOST account verified by sending the NRIC or Work Permit to vPOST Operations team so that an unique PIN number will be sent to the mailing address stated in the customer's NRIC/Work Permit for customer to activate the vPOST account to perform online remittance, bill payments or other on-line shopping transactions.

2.5 Can money be sent to any Visa card worldwide?

Through SingPost's CASHOME - Visa Money Transfer Service, you can remit money to Recipient's Visa Cards issued in Australia, Bangladesh, Canada, China, France, Germany, Hong Kong, India, Indonesia, Ireland, Malaysia, Netherlands, New Zealand, Philippines, Russia, Scotland, Spain, Sri Lanka, Taiwan, Thailand and United Kingdom.

2.6 What if I don't know the Visa Card number of my recipient?

You will need the recipient's 16-digit Visa card number to remit the money. As the Recipient's Visa card number is confidential information, it should be protected and shared only with trusted parties.

2.7 Can I pay for goods and services with Visa Money Transfer?

As Visa Money Transfer is a remittance service, it therefore does not provide any purchase guarantee or protection for goods and services purchased.

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

You will receive a transaction confirmation receipt once your transaction is confirmed. In the event that the remittance is unsuccessful, we will notify you at the earliest possible time.

If you are transacting online via vPOST, you are encouraged to print out the transaction payment page for reference.

3. Receiving Money

3.1 Who can receive money?

Anyone with a valid Visa card issued in Australia, Bangladesh, Canada, China, France, Germany, Hong Kong, India, Indonesia, Ireland, Malaysia, Netherlands, New Zealand,

Philippines, Russia, Scotland, Spain, Sri Lanka, Taiwan, Thailand and United Kingdom can receive money through SingPost's Visa Money Transfer remittance service.

3.2 How much does the Recipient have to pay?

Our transaction fees are charged to the Sender and not the Recipient.

3.3 How can I access my money or get cash when my money is on the card?

You can access money using your Visa card at any of the over 27 million Visa merchants and over at 1 million Visa ATMs worldwide.

If money has been sent to your **Visa Debit card**, you will be able to withdraw the money from your bank account the usual way.

If money has been sent to your **Visa Credit card**, please check with your card issuer about fees relating to cash advances against the funds received through Visa Money Transfer.

3.4 Can I use my bank account to receive funds?

If the card you are using to receive funds is a Visa Debit card, the funds will be directly posted to the bank account linked to that card. However, you will not be able to have the money transferred to a bank account directly. You would have to provide a Visa card number to receive the money.

3.5 Can I accept payment for goods and services with Visa Money Transfer?

As SingPost's CASHOME Visa Money Transfer is a remittance service, it therefore does not provide any purchase guarantee or protection for goods or services purchased.

4. Fees/Charges

4.1 What are the fees involved in Visa Money Transfer?

SingPost's CASHOME Visa Money Transfer service is one of the most competitively priced remittance services in the market. The Sender needs to pay a nominal flat fee of S\$9.00 for each CASHOME Visa Money Transfer transaction.

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

The Sender remitting the money pays the transaction fee.

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

You can only remit money in the Recipient's Visa Card account billing currency. If the Visa Card account billing currency is unavailable; the money transferred will be automatically converted into the Recipient's official currency.

4.4 What exchange rate is used?

The exchange rate used will be the prevailing 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 limited to S\$3,500 per sender per day.

6. Time

6.1 How long does the money take to arrive?

Once the transfer is successfully initiated, it will normally take up to 2 – 3 working days for the money to arrive in the Recipient's Visa Card account.

7. Security

7.1 Is the service secure?

YES, the service is extremely secure. SingPost is committed to safeguarding your personal information and privacy. Visa Card numbers are also encrypted in the system and stored securely.

7.2 Is there a payment guarantee?

SingPost will ensure that money will be credited to the Visa card number provided by the Sender.

7.3 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 I have provided the wrong details. What should I do?

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

8.3 What should I do when my recipient received payment in the wrong currency?

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

8.4 What should I do when my recipient reports non-receipt of the remittance money?

Once the recipient's Visa card number has been provided, he/ she should normally receive the money on their card within 2 – 3 working days. However, it is possible that it could be extended to 4 days if there are delays at their bank.

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.