

- **What are the remittance services offered by GPRS / UPS?**

- Smartmoney – Sending and Receiving
- Moneygram - Receiving
- Transfast - Receiving
- Iremit - Receiving
- Credit to Bank – Sending
- Ecash to GPRS - Sending and Receiving

- **What are the required details for Sending and Receiving?**

CUSTOMER is required to provide 2 valid IDs and to indicate on the GPRS Remittance Send/Receive Money form the following information:

- Name
- Present Address
- Date and place of birth
- Nature of work, name of employer, or nature of self-employed or business
- Contact details
- Specimen signature
- Source of funds
- Permanent Address
- Nationality
- Tax Identification Number (TIN), Social Security System (SSS) number, or Government Services Insurance System (GSIS) number
- Transaction details
 - Name of Sender
 - Name of Receiver
 - Amount
 - Reference Number (for Receiving)

- **What are the accepted valid IDs for Sending and Receiving?**

- Passport
- School ID (accepted for students; require additional valid ID for other clients)
- Driver's License
- Professional Regulations Commission (PRC) ID
- National Bureau of Investigation (NBI) clearance
- Police Clearance
- Postal ID (additional valid ID required)
- Philippine Health Insurance Corporation (PhilHealth) – Philhealth Insurance Card
- ng Bayan
- Voter's ID
- Barangay Certification (additional valid ID required)
- Government Services and Insurance System (GSIS) e-Card
- Social Security System (SSS) Card / Unified ID

Senior Citizen Card
Firearm License
Overseas Workers Welfare Administration (OWWA) ID
OFW ID
Unified Multi-Purpose ID
Seaman's Book
Alien Certification of Registration/Immigrant Certificate of Registration.
Government Office, Government Political Subdivisions/Instrumentalities, and
Government-owned and/or Controlled Corporations (GOCCs) issued IDs [e.g.,
Armed Forces of the Philippines and Home Development Mutual Fund (HDMF)
ID]
ID issued from the National Council on Disability Affairs (NCDA)
Department of Social Welfare and Development (DSWD) Certification
Integrated Bar of the Philippines ID
Students who are beneficiaries of remittances/fund transfers who are not yet of
voting age may be allowed to present the original and submit a clear copy of one
(1) valid photo-bearing school ID duly signed by the principal or head of the
school.

- **What should I do if the remittance transaction amount is 5,000 or up?**

Send tracking number and transaction remittance type to Technical Support via <http://support.globalpinoyremittance.com/>. Choose the Remittance type in the category and attach 2 valid IDs of the customer

- **What will happen if I mistakenly process remittance with the same details twice?**

Our system will automatically cancel the succeeding transactions with exactly the same details if the time difference is less than **10 minutes**

Smartmoney

- **What are the Smart money numbers of GPRS?**

Payout / Encashment 5577 5193 1269 0101

Sending / Payout / Encashment 5577 5193 1268 9103

- **What should I do if the Smartmoney sending transaction failed?**

Send tracking number to Technical Support via <http://support.globalpinoyremittance.com/> to request for Rollback

Credit to Bank

- **Is there a cut off time for Ecash to Credit to Bank requests?**

Credit To Bank requests for Bancnet member banks are processed within 24 hours.

Allied Bank	MetroBank
Allied Savings Bank	Opportunity Microfinance
Asia United Bank	PBCom
Banco Filipino	Philippine Business Bank
Banco San Juan	Philippine National Bank
Bank of Commerce	Philippine Veterans Bank
CARD Bank Inc.	Philippine Veterans Card Corp
Centennial Savings Bank	Philtrust Bank
ChinaBank	Postal Bank
China Bank Savings	Premiere Development Bank
Chinatrust Bank	Producers Bank
CitiBank	Philippine Savings Bank
Citibank Savings	Quezon Capital Rural Bank
City Savings Bank	RCBC
Citystate Bank	RCBC Savings Bank
Development Bank of the Philippines	Real Bank
East West Bank	Robinsons Bank
Equicom Savings Bank	Security Bank
Green Bank	Standard Chartered Bank
HSBC	Sterling Bank of Asia
HSBC SAVINGS	Tong Yang Bank
Malayan Bank	Wealth Bank
Maybank Philippines	World Partners Bank

Credit To Bank requests for the following Megalink member banks are processed daily at 3PM

Asia Trust Bank
BDO
Mass Specc
microfinance maximum savings bank
Pacific Ace Savings Bank
Queen City Development Bank
UCPB
Union Bank

Credit To Bank requests for the following banks are processed daily at 09:00AM

BPI
BPI Family Savings
Citystate Savings Bank

Exportbank
Landbank of the Philippines
Malayan Savings Bank
Nationlink
OK Bank

Credit To Bank requests received after cut off time indicated above and during weekends and holidays will be processed on the next business hours.

- **What should I do if Credit to Bank transaction failed?**

Credit to Bank transactions with incorrect account details or closed accounts will be rejected. Helpdesk will send an email to the Collecting branch to either verify the correct details and reprocess or cancel.

Collecting GPRS / UPS branch should immediately contact the Customer to verify details or return payment.

If transaction will be cancelled, collecting branch should return the money to the customer.