

## GUIDE TO SENDING MONEY HOME SAFELY USING E-REMITTANCE

Follow these six steps to send money home safely when using an e-remittance platform:




### **S**ETUP YOUR BANK ACCOUNT



You can activate your bank account through SMS or at an ATM. If you encounter difficulties in activating your account or have not received your ATM card, please approach your employer for assistance.

### **A**CTIVELY SEARCH FOR YOUR PREFERRED REMITTANCE AGENT



You can start by checking if the remittance agent that you are familiar with transacts online. If they have an online platform, the transaction can be performed through their website or mobile application.

**Consider the following to help you narrow down your search:**

- 1) Check if the remittance company is licensed by searching for their name on Monetary Authority of Singapore's website. (<https://eservices.mas.gov.sg/fid>)
- 2) Accepted mode of payment
- 3) Expected duration for the monies to reach your family
- 4) Procedure for your family to retrieve the monies
- 5) Solution if your family does not receive the monies

### **F**IND OUT WHAT DETAILS ARE NEEDED

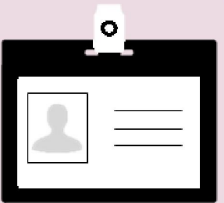


For a smoother transaction, always find out from your remittance agent the information required.

**Examples:**

Details about you: Full name, FIN Number, Date of Birth, Mobile Number and Home Country ID  
Details about the receiver: Full name, Bank account number, Bank name and Branch

### **E**NSURE CAUTION IN RELEASING PERSONAL DETAILS



For verification purposes, remittance agents will require you to identify yourself. You may need to send them a picture of your work permit or they may contact you through a video call. You should only release your personal details after verifying the identity of the requestor. Only transact with licensed remittance agents.

Never share your personal banking user ID, password / PIN and OTP (One-Time Password) with anyone, including the remittance agent. No one should know these details.

### **L**EARN HOW TO PAY THE REMITTANCE AGENT



Ensure that you are able to pay for the remittance transaction with the accepted mode of payment.

**Some common modes of payment are:**

- 1) Bank transfer / i-banking
- 2) Paylah or Paynow
- 3) Credit / Debit card

### **Y**OUR ATTENTION TO DETAILS IS IMPORTANT



It is important to check through all the details you have keyed in before you make payment. Take a screenshot of the completed transaction as proof.

Contact the receiver to ensure that he/she has received the money. Remittance agents must ensure that the receiver receives the money within seven business days from the date of payment. Check with the remittance agent if your family did not receive the money.



## Use only licensed online remittance services and mobile apps

### Online Remittance Websites and Mobile Apps



✓ Look for a remittance agent on the Remittance Association (Singapore)'s website. (<https://website-ras.eventbank.com/e-remittance>)

✗ Never send money home through WhatsApp or any instant messaging platforms.

**NEVER SHARE THESE DETAILS WITH ANYONE—DO NOT BE CHEATED OF YOUR MONEY**

Personal User ID

Password / PIN

OTP (One-Time Password)

Bank Account or Card Details



Government agencies e.g. Ministry of Manpower, Ministry of Health and banks e.g. DBS / POSB will never ask for these personal banking details through instant messaging apps like WhatsApp. Do not reveal your banking details to anyone. Do not click on any links without verifying the sender's identity and the content of emails and instant messages. Beware of unsolicited calls from persons claiming to be from government agencies or banks, especially through instant messaging apps.

**We will do our best to take care of your health, livelihood and well-being.**

