

FREQUENTLY ASKED QUESTIONS:

WHAT IS THE DIFFERENCE BETWEEN TPAYREMIT, TPAY AND TREMIT?

1. TPayRemit

TPayRemit is a mobile and web application which can be used for remittance of money exclusively from **Australia to Bhutan** only. It is reliable, convenient, simple and cost efficient App developed for the convenience of all Bhutanese living in Australia.

2. TPay

TPay is T Bank's mobile application developed by T Bank Ltd. that allows our customers to do financial transactions within the country domestically, using their mobile phones from all over the world. TPay can be registered and used if you maintain a T Bank Savings account only. Once you have opened a savings account with T Bank, you can download TPay and use instantly from all over the world.

You can Transfer money to any Domestic Banks (BNB, BOB, DPNB and BDBL).

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3. TRemit

T Bank Ltd has entered into a banking relationship with Prabhu Money Transfer Services under Prabhu Inc. based in USA. With T Bank as one of the agent, the Non-Bhutanese residing globally can now remit

their hard earned money by visiting the Prabhu offices or their Agents globally. **You can send money from USA, Qatar, Japan, UAE, Dubai and Malaysia.**

HOW CAN I EDIT/CHANGE MY DETAILS?

To edit any personal information, please go to your profile and click on **"Edit Profile,"** you will be able to edit any information as required. Certain information like your passport number or your citizenship identity details will not be accepted if wrong values are entered.

HOW TO CHANGE/RESET TPIN OF MY TPayRemit ACCOUNT?

After you log into your account, on the top right corner you will find a menu button. From the drop-down list select **Re-set TPIN**, you will be asked to enter a few details (mainly your date of birth and your passport number.)

Enter the correct details for fields marked in red, enter your new TPIN and click on **"SEND OTP"**. The OTP (One Time Password) will be sent to your registered mobile number, enter this OTP on the OTP box on the screen and a message will appear confirming that your TPIN has been successfully updated/changed.

Download TPayRemit from AppStore and PlayStore.

**T BANK,
YOUR PERSONAL BANK!**



T BANK

TPAY Remit

TPAYREMIT

TPayRemit was launched on 24th August 2019 in Perth to facilitate the NRB in Australia for remitting money to Bhutan in collaboration with Flexewallet Pty. Limited, a company based in Melbourne, Australia. It is a reliable, fast and cost efficient online mobile App. to transfer money exclusively from Australia to Bhutan.

TYPES OF MONEY TRANSFER:

- 1. Cash pick up:** The remitter can transfer money to beneficiary in Bhutan, who can pick up cash over the T Bank counters.
- 2. Bank Deposit:** You can transfer money directly to a beneficiary's account maintained with T Bank or an account maintained with any of the banks in Bhutan immediately (account to account transfer).
- 3. Our charges:** Please note that your money transfer fee is AUD 12/- only per transaction for any amount of transfers, depending upon the maximum limit set by individual banks in Australia.

HOW TO DOWNLOAD, REGISTER AND USE TPayRemit.

PROCEDURE TO REGISTER

1. Download our App from App Store or Play Store.
2. Click **“Register”** and proceed with your registration. If you are an existing user and have already created an account, you can click on the **“login”** directly.
3. For new users- Enter you registered email and any 6 digit TPIN, then click on the **“Register”** button. A verification link will be sent to your registered email.
4. Click on your verification link to log into your TPayRemit account.
5. Follow the steps and complete your profile by providing all required details like your Name, date of birth, gender, place of birth and address etc. Please input your **Post Code** (for **Pin code**) under your address.
6. Upload a profile picture by either taking a picture directly from your device camera or choose from your gallery.
7. You will need to provide your passport Details, like passport number, expiry date and the name of the passport issuing authority (Bhutan), and upload passport copy. The Driving license details are not mandatory, but you can provide the details if you wish to do so. Then click **“Send OTP”** and you will receive the OTP via text message on your registered mobile number.

Enter the valid OTP and click on **“Continue”** to process the transactions.

8. Choose your option from **Cash pick up** or **Bank Deposit** and select your choice of currency from AUD or BTN to transfer your money. The exchange rate and equivalent amount will be displayed along with applicable transaction fee instantly.
9. Next Add or select a recipient,if you have an existing recipient you can click on the **“Existing Recipient”**. If you do not have an existing recipient, Click on the **“New Recipient”** and enter all the necessary details. Then select the name of the bank that the beneficiary has an account with. Next, select the branch and provide the correct bank account number and the name of the account holder.

Provide correct details, especially their CID and mobile number for cash pick up.

You will then be directed to the **POLi** Page, **POLi** being the payment gateway which will process your payment/fund transfers via your account in Australia.

10. Click on **“Continue”** you will be asked to log in with your Australian bank internet banking credentials. Please enter the correct details to avoid your transaction getting cancelled/ timed out.
11. Select the Bank from Australia where your account is maintained and Select the correct account and click on **“Proceed”** again.

A One Time Password (OTP) will be sent to your registered mobile number. Enter the OTP and then click on ‘Confirm.’

12. If the details you have provided are correct, your payment will be processed successfully.
- A confirmation email/ e-receipt of your transaction with Transaction reference number will be sent to your registered email once your transaction has been successful. You can share the email/e-receipt with your beneficiary via mail or other social media platforms.

To check the history and status of the transactions carried out, click on **“My Transactions”**.

If you have any query regarding transactions, you can raise queries by clicking on **“Raise Query”**

Under **“My Recipients”** you can add or view the list of recipients.

You can also edit your details Under **“My Profile”**.

For further information please add us on our

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Or visit our web page TPayRemit visit:
<https://tpayremit.tbank.bt/home>