

How to reset forgotten TPIN of my TPayRemit account?

You need to click on “Forgot your TPIN” in the login page. Then enter all the correct details in the field and click on “Send OTP”. An OTP will be sent to your registered mobile number and email ID. Enter your new TPIN, confirm it and then enter any of the OTPs (Email OTP or Mobile OTP) on the OTP box on the screen and a message will appear confirming that your TPIN has been successfully updated/changed.

An alternative login method involves using a One-Time Password (OTP). If an incorrect TPIN is entered three times or more, users have the option to reset their TPIN. Following the third unsuccessful attempt, an OTP will be sent to both the email and mobile associated with the account. Users can then enter either OTP into OTP box on the screen to successfully log in. Subsequently, they can proceed to reset their TPIN.

Types of Money Transfer

Cash Pickup: The remitter can transfer money to beneficiary in Bhutan who can pick up cash over the T Bank counters.

Bank Deposits: You can transfer money directly to beneficiary's account maintained with T Bank or any account maintained with any of the banks in Bhutan immediately (Account to Account transfer)

Our Charges: Please note that your money transfer fees is AUD 6/- only (till December, 2023) per transaction (till December, 2023) for any amount of transfers, depending upon the maximum limit set by individual banks in Australia.

Get 10% incentive on your inward remittances to Bhutan upon conversion into Ngultrum till December, 2025.

“Your Personal Bank”

HEAD OFFICE - TCC Complex Building
Opposite to Hotel PemaKo, Samten Lam
Thimphu, Bhutan

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Email: customercare@tbank.bt
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1. Our Vision:

“The most preferred bank driven by passion for service excellence.”

2. Our Mission:

“Pursue growth through innovative banking products and services with adoption of smart technologies.”



New deposit products for Bhutanese Living Abroad (BLA)

Sl.#	Product	Rate of Interest
1	Foreign Currency Savings Deposit Account in USD	1.75%
2	Foreign Currency Savings Deposit Account in AUD	2.75%
3	Fixed Deposit in Ngultrum	0.50% higher than the existing rates of Retail Fixed Deposit Accounts in Ngultrum

Eligibility criteria:

Bhutanese Living Abroad above the age of 18 years

Documents required:

- Valid citizenship identity card
- Valid passport
- Recent passport size photo
- Two specimen signature
- Proof of the current address

Process to open an account:

To open an account, you can visit the RemitBhutan website (www.remitbhutan.bt) and go to “Account” and then click on “Open Account”

About TPayRemit

TPayRemit is a mobile and web application which can be used for remittance of money exclusively from Australia to Bhutan only. It is a reliable, convenient, simple and cost efficient App developed for the convenience of all Bhutanese residing in Australia. The user needs to download TPayRemit App from App Store/Play Store for

iPhone and Android phones respectively or go to our web console (www.tbankltd.com)

TPayRemit was launched on 24th August 2019, in Perth to facilitate the BLA (Bhutanese Living Abroad) for remitting money to Bhutan.

1. How to download, register and use TPayRemit

- Download our App from App Store or Play Store OR you can access it via web <https://tpayremittbank.bt/home>
- Click “Register” and proceed with your registration. If you are an existing user and have already created an account, you can click on “login” directly
- For new users-: Register to the App by filling out your personal details and correct home address. Please make sure to first enter your unit number followed by street number and street name. Enter your date of birth, your phone number, a 6-digit TPIN and click on “Register”. You will receive two separate OTPs to verify your registered email and phone number.
- Once you verify you can now login to the App and upload your valid passport to complete your profile. *It is optional for you to upload your driver's license*
- For your first transaction, you will have to add the recipient, click on “Add recipient” and enter your recipient's personal and bank account details.
- After the recipient has been successfully added, search for the recipient by their first name. You can also link new bank accounts to the existing recipients.
- If you wish to send more than AUD 5,000 cumulatively in a month, you will have to provide your latest pay slip and bank statements till date (Smart/net/ goal saver - and upload all 3 statements if there are transfers made among these accounts).

The documents should be in PDF format and it will be valid for another 90 days.

- Please avoid third party transactions (meaning you cannot transfer from someone else's bank account irrespective of you being family or friends) in order to avoid regulatory breach.
- Initiate the transaction request and you will be presented with PayID, BSB, Account number, Account name, transaction amount and transaction reference number as Description.
- Make the AUD fund transfer either by using PayID or bank account transfer from your Australian Banking application. Please ensure to enter the transaction ref No in the description field while making the PayID payment or Bank account transfer in your Australian Banking Application.

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 only certain information such as your middle name, gender, place of birth, passport and driving license details.

How to change/reset TPIN of my TPayRemit account?

- Log into your account and go to My Profile. Under the drop down list, select Reset TPIN. You will be asked to enter few details (mainly your date of birth and passport number) and click on “Send OTP”. An OTP (One Time Password) will be sent to your registered mobile number and email ID. Enter your new TPIN, confirm it and then enter any of the OTPs (Email OTP or Mobile OTP) on the OTP box on the screen and a message will appear confirming that your TPIN has been successfully updated/changed.