

## Frequently Asked Questions

### RemitCard:

- 1. What is a RemitCard?**
  - a. RemitCard is a card, which can be used exclusively for Remittance purpose. It is neither a Credit card nor Debit card.
- 2. What are the features of RemitCard?**
  - a. RemitCard will enable you to send Remittances Any Where in India without the hassle of filling up of forms every time you visit the branch. It will also keep the record of last 10 transactions you have performed and facilitate easy retrieval of information
- 3. Who can apply?**
  - a. Any person who sends Remittance to India through us.
- 4. What are the requirements for obtaining RemitCard**
  - a. Just bring in your work permit /NRIC the first time you apply for the card.
  - b. Please submit to us two passport size photographs for the issuance of remit card/application for NRE/NRO accounts
- 5. What do I have to pay for the RemitCard**
  - a. The RemitCard is issued absolutely free of charge. Hence no fee need be paid
- 6. When will I get my RemitCard**
  - a. The RemitCard is approved instantly and will be issued immediately.
- 7. Where can I send Remittance using the RemitCard**
  - a. You can send Remittance to more than 1700 destinations spread all over India
- 8. What type of Remittances can I make**
  - a. You can send Demand Draft/Mail Transfer/Telegraphic Transfers and Swift Money Transfer
- 9. What are the other facilities available under RemitCard**
  - a. With RemitCard, you can send Remittance to any one in India and also to your NRE account with any Bank.
- 10. How can I apply?**
  - a. Just visit our Remittance Centre at 94, Serangoon Road or our Branch at 64, Cecil Street to fill up a simple RemitCard application form. Alternatively, you can download the RemitCard Application form from website <http://iobsingapore.com/doc/remitcardappl.pdf> fill up all the columns and bring it to either of the above centers for issuance of card.
- 11. When can I visit your Remittance Centre/Branch**
  - a. For your convenience, our Remittance Centre at 94, **Serangoon Road** will function as under:  
Wednesday to Sunday - 2.30 PM to 8.00 PM  
Monday - 2.30 PM to 6.00 PM  
Closed on Tuesday and Public Holidays.  
  
The timings of our Branch at 64, **Cecil Street** is as under:  
Monday to Friday - 9.30AM to 3.00 PM  
Saturday - 9.30AM to 12.30 PM  
Closed on Sunday and Public Holidays.  
  
For your convenience, our Remittance Centre at Blk221, #01-156 Boon Lay Place, Boon Lay Shopping Centre, **Boon Lay**  
Working Hours - 3.00 PM to 8.30 PM  
Monday - 5.00 PM to 8.30 PM  
Closed on Thursday and Public Holidays.