



**Public Handbook: Requisition for substitute document for case where the license to undertake designated payment systems business or payment services business is lost, destroyed or material contents of which are damaged.**

**Service Agency:** Payment Systems Policy Department, Bank of Thailand (BOT)

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**Regulations, procedures, conditions (if any) for application submission and consideration process**

### **1. Related Regulations**

Payment Systems Act B.E. 2560 (2017)

Notification of the Ministry of Finance Re: Stipulation on Designated Payment Systems, dated 17 April 2018 (B.E. 2561)

Notification of the Ministry of Finance Re: Stipulation on Designated Payment Services, dated 17 April 2018 (B.E. 2561)

Bank of Thailand Notification No. SorNorChor. 3/2561 Re: Regulations, Procedures and Conditions on Application for License to Undertake Designated Payment Systems Business, dated 16 April 2018 (B.E. 2561)

Bank of Thailand Notification No. SorNorChor. 5/2561 Re: Regulations, Procedures and Conditions on Application for License and Registration to Undertake Designated Payment Services Business, dated 16 April 2018 (B.E. 2561)

### **2. Conditions for Application Submission**

Those intending to request for substitute document shall have the following qualifications:

- (1) being a licensed designated payment systems business; or
- (2) being a licensed designated payment services business.

### **3. Procedures and Methods for Submitting an Application**

(1) A payment systems operator or a payment service provider shall submit a request together with certified true copy of documents and evidences to the Bank of Thailand through any of the specified service channels within 30 days from the date of acknowledgment of the lost, destroyed or materially damaged license, as the case may be.

(2) The processing time will commence once the request and related document received are complete and accurate.

(3) The applicant can contact for more information at Tel. 0 2283 6719 or e-mail: [Payment-Sup@bot.or.th](mailto:Payment-Sup@bot.or.th)

### Service Channels

<p><b>1) In Person (After scheduling an appointment)</b></p> <p><b>Service Location:</b>  <i>Payment Supervision and Examination Office,          Payment Systems Policy Department, Bank of Thailand,          Head Office 273 Samsen Road, Watsamphraya,          Phra Nakhon District, Bangkok 10200</i></p> <p><i>Tel : 0 2283 6719</i></p> <p><i>(Remark: Public holidays are bank holidays announced by the BOT. Prior to a visit, please kindly notify visitors' names, visiting date and time, telephone number, and license plate (if any) at Tel. 0 2283 6719 or E-mail: <a href="mailto:Payment-Sup@bot.or.th">Payment-Sup@bot.or.th</a>)</i></p>	<p><b>Office hours:</b>  <i>Monday – Friday (except public holidays)          From 08:30 a.m. – 04:30 p.m. (lunch break)</i></p>
<p><b>2) Website and Online Channel (After the BOT verifies the electronic files and grants permission to submit)</b></p> <p><b>Service Location:</b>  <i><a href="http://www.bot.or.th">www.bot.or.th</a> (e-Application)</i></p> <p><i>(Remark: If an application is submitted after 4.30 p.m. on a working day or on a bank holiday as announced by the BOT, it shall be deemed as received on the next business day.</i></p>	<p><b>Office hours: 24 Hours</b></p>

### Procedures, Service Time and Responsible Units

**Total Processing Time:** 45 Business Days

No.	Procedures	Service time	Responsible Units
1	<p><b>Document Verification</b></p> <p>The applicant submit the request for substitute document together with documents and evidences to the BOT. The BOT will conduct initial verification whether the documents are accurate and complete and will issue a two-party memo indicating any incompleteness or additional documents required.</p> <p><i>(Remark: -)</i></p>	1 Business Day	Payment Systems Policy Department

No.	Procedures	Service time	Responsible Units
2	<p><b>Consideration Process</b></p> <p>1. The BOT examines the application and all supporting documents.</p> <p>2. The BOT verifies the applicant's information in its registrar and deliberates on the request.</p> <p>3. The BOT concludes its deliberation on the request and submits its recommendation to the Minister of Finance (MOF).</p> <p><i>(Remark: -)</i></p>	14 Business Days	Payment Systems Policy Department
3	<p><b>Consideration Process by Other Agencies</b></p> <p>1. The MOF considers the applicant's qualifications in accordance with the BOT's recommendation and provides a recommendation to the Minister of Finance for consideration and approval.</p> <p>2. Once the Minister of Finance approves and signs the license, the MOF will notify and deliver the license to the BOT for onward delivery to the applicant.</p> <p><i>(Remark: -)</i></p>	30 Business Days or the Remaining of the Total Processing Time	Ministry of Finance (MOF)

#### Documentation Requirements and Supplements

No.	Names of Documents, Quantity and Additional Details (if any)	Issuing Authority
1)	<p>Requisition for substitute document for case where the license to undertake designated payment systems business or designated payment services business is lost, destroyed or material contents of which are damaged.</p> <p>Original: 1</p> <p>Copy: 0</p> <p>Remark: All pages must be signed to certify true copy by the authorized signatory and stamped with a corporate seal.</p>	BOT

No.	Names of Documents, Quantity and Additional Details (if any)	Issuing Authority
2)	The Royal Thai Police Daily report (i.e., the police report on the lost or destroyed license) or the materially damaged license, as the case may be. Original: 1 Copy: 0 Remark: -	The Royal Thai Police

#### Fees

No.	Description	Fee (Baht / Percent)
1)	None Remark: -	0 Baht

#### Channels for Complaints and Suggestions

No.	Channels for Complaints / Suggestions
1)	In Person: Payment Systems Policy Department, Bank of Thailand (Headquarter) 273 Samsen Road, Watsamphraya, Phra Nakhon District, Bangkok 10200 e-mail: <a href="mailto:Payment-Sup@bot.or.th">Payment-Sup@bot.or.th</a> (Remark: The responsible unit at the service location)
2)	Call: Financial Consumer Protection Center, Bank of Thailand Tel: 1213 (Remark: -)
3)	Send a letter to 273 Samsen Road, Watsamphraya, Phra Nakhon District, Bangkok 10200 (Remark: Address to Governor of the Bank of Thailand)
4)	Center of Public Service, Office of the Permanent Secretary (Remark: No. 1, Phitsanulok Road, Dusit, Bangkok 10300 / Hotline 1111 / <a href="http://www.1111.go.th">www.1111.go.th</a> / P.O. Box 1111 No. 1, Phitsanulok Road, Dusit, Bangkok 10300)

#### Forms, Examples, and Instructions

No.	Form Name
1)	Requisition for substitute document for case where the license to undertake designated payment systems business is lost, destroyed or material contents of which are damaged. Remark: <a href="https://www.bot.or.th/English/PaymentSystems/PSA_Oversight/Documents/FORM_BOT16_3(E).docx">https://www.bot.or.th/English/PaymentSystems/PSA_Oversight/Documents/FORM_BOT16_3(E).docx</a>
2)	Requisition for substitute document for case where the license to undertake designated payment services business is lost, destroyed or material contents of which are damaged. Remark: <a href="https://www.bot.or.th/English/PaymentSystems/PSA_Oversight/Documents/FORM_BOT05_4(E).doc">https://www.bot.or.th/English/PaymentSystems/PSA_Oversight/Documents/FORM_BOT05_4(E).doc</a>