



BANK OF THAILAND

Public Handbook: Request for permission to relocate a branch office or a representative office for the business provider undertaking the Payment Card Network who is a foreign juristic person under the Payment Systems Act B.E. 2560 (2017)

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

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

1. Related Regulations

- (1) Payment Systems Act B.E. 2560 (2017)
- (2) Bank of Thailand Notification No. SorNorChor. 4/2561 Re: Regulations on Supervision of the Designated Payment Systems Business, dated 16 April 2018 (B.E. 2561) Clause 4.6 (2.1)

2. Conditions for Submission

The requestor must be the business provider undertaking the Payment Card Network, who is a foreign juristic person intending to relocate the branch office or representative office in Thailand to be different from the previous location for which the permission has been granted.

3. Procedures and methods for Submission

- (1) The business provider undertaking the Payment Card Network who is the foreign juristic person submits a request for permission to relocate the branch office or the representative office in Thailand along with the evidentiary documentation certified true copies by a director or a person with managerial power (or the authorized signatory) to the BOT in advance, at least 30 days prior to the relocation through the electronic channel, namely, e-Application (the main service channel) or submits the request in person or by mail.
- (2) In the event that the request or the required documentation is incorrect or incomplete, the BOT shall notify the requestor to amend the request or submit additional documents within the specified time frame. The BOT may also ask the requestor to come in to provide further clarification. If the requestor fails to comply within the specified period, the BOT shall assume that the request is abandoned and will notify the termination of the consideration process, which results in the return of such request.
- (3) The BOT will pause the consideration process and the processing time until the requestor amends the request or submits the complete and correct evidentiary documentation or provides additional clarification to the BOT, as required by Item (2).
- (4) The BOT shall notify the requestor of the result within 7 days from the date of completion as per Section 10 of the Licensing Facilitation Act B.E. 2558 (2015). Once proceeds as approved, the business provider undertaking the Payment Card Network shall submit a copy of foreign business certificate or certificate of company registration after the relocation to the BOT (The BOT shall deem this requirement not necessary once the government data linkage system is completed).

Service Channels

<p>1) Website and Online Channel (Main Channel) Service Location: www.bot.or.th (e-Application) (Remark: If a request is submitted on a working day after 4.30 p.m. or on a bank holiday as announced by the BOT, it shall be deemed as received on the next business day.)</p>	<p>Office hours: 24 Hours</p>
<p>2) In-Person Service Location: Office of Payment Services Supervision, Payment Systems Policy Department, Bank of Thailand, Head Office 273 Samsen Road, Watsamphraya, Phra Nakhon District, Bangkok 10200 (Remarks: Prior to a visit, please kindly notify the BOT officer of visitors' names, visiting date and time, telephone number, and car registration plate (if any) via phone or E-mail which can be found in: https://www.bot.or.th/English/PaymentSystems/PSA_Oversight/BOT_Contact_Person/)</p>	<p>Office hours: Monday – Friday (except bank holidays as notified by the BOT) 08:30 a.m. – 04:30 p.m. (lunch break)</p>
<p>3) Mail Service Location: Mailing address: Office of Payment Services Supervision, Payment Systems Policy Department, Bank of Thailand, Head Office 273 Samsen Road, Watsamphraya, Phra Nakhon District, Bangkok 10200 (Remarks: the BOT will consider the request and the evidentiary documentation as submitted, once the BOT officer signs and stamps the date of submission.)</p>	

Procedures, Service Time and Responsible Units

Total Processing time: 30 Days

No.	Procedures	Service time	Responsible Units
1	<p>Document verification</p> <p>(1) The BOT verifies whether the documents are accurate and complete.</p> <p>(2) In the case that the submitted documents are incomplete, the BOT shall inform the requestor to amend or submit additional documents within the stipulated period. If the requestor is unable to comply within the specified period, the request shall be deemed dismissal.</p>	5 Days	Payment Systems Policy Department
2	<p>Consideration Process</p> <p>The consideration process will begin once all evidentiary documentation is complete.</p> <p>(1) The BOT deliberates on the qualifications of the request according to relevant regulations.</p> <p>(2) For thorough consideration, the BOT may discuss information or facts with its management or related committees. If more information is needed, the BOT may notify the requestor to submit additional information for further consideration.</p> <p>(3) Once concluded, the result is submitted to the authorized executives for consideration and approval.</p>	25 Days	Payment Systems Policy Department

Documentation Requirements and Supplements

No.	Names of Documents, Quantity and Additional Details (if any)	Issuing Authority
1	<p>A letter of request for permission to relocate the branch office or the representative office in Thailand describing reasons and necessity</p> <p>Original: 1</p> <p>Copy: 0</p> <p>Remark: Must be signed to certify true copy by the authorized signatory and stamped with a corporate seal (if any).</p>	-

No.	Names of Documents, Quantity and Additional Details (if any)	Issuing Authority
2	Details of the relocation such as addresses of the previous and the new locations, the date of the relocation and communication channels to inform the system users, etc Original: 1 Copy: 0 Remark: -	-
3	Other supporting documents beneficial for consideration (if any) Original: 1 Copy: 1 Remark: -	-

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: Payment-Sup@bot.or.th <i>(Remark: The responsible unit at the service location)</i>
2)	Call: Financial Consumer Protection Center, Bank of Thailand Tel: 1213 <i>(Remark: -)</i>
3)	Send a letter to 273 Samsen Road, Watsamphraya, Phra Nakhon District, Bangkok 10200 <i>(Remark: Address to Governor of the Bank of Thailand)</i>
4)	Center of Public Service, Office of the Permanent Secretary <i>(Remark: No. 1, Phitsanulok Road, Dusit, Bangkok 10300 / Hotline 1111 / www.1111.go.th / P.O. Box 1111 No. 1, Phitsanulok Road, Dusit, Bangkok 10300)</i>

Forms, Examples, and Instructions

No.	Form Name
<i>No Forms, Examples, and Instructions</i>	

Remark

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