



Public Handbook: Request for permission to relocate the head office of the business provider of the designated payment services 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. 6/2561 Re: Regulations on Supervision of the Designated Payment Services Business, dated 16 April 2018 (B.E. 2561) Clause 4.2.3 (7.1) and 4.3.2 (4)

2. Conditions for Submission

- (1) The requestor must be the business provider of the designated payment services intending to relocate the head office.
- (2) A financial institution, a specialized financial institution, and business providers of credit card who are not financial institutions according to the Revolutionary Council Decree No. 58 under specific laws prescribing regulations relating to the relocation and subject to the supervision of the BOT shall be exempt from complying with this regulatory requirement if the said compliance requirement has been met.

3. Procedures and methods for Submission

- (1) The business provider of the designated payment services submits a request for permission to relocate the head office 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 evidentiary documentation is incorrect or incomplete, the BOT shall notify the requestor to amend the request or submit additional evidentiary documentation within the specified time frame. The BOT may also ask the requestor to provide further clarification. If the requestor fails to comply within the specified period, the BOT shall assume the request is abandoned and will notify the termination of the consideration, 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 of the designated payment services shall submit a copy of the 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

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|---|---|
| <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 (Remark: 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/Pages/default.aspx)</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 (Remark: 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 head office 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.</p> | - |

| No. | Names of Documents, Quantity and Additional Details (if any) | Issuing Authority |
|-----|---|-------------------|
| 2 | Details of the relocation such as the current location address, the new location address, the date of the relocation, and communication channels and plan on informing the service users, etc. Original: 1 Copy: 0 Remark: - | - |
| 3 | Other supporting documents beneficial for the consideration (if any) Original: 1 Copy: 0 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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