



**Public Handbook: Notification of a temporary suspension of the services resulting from the advance planning (planned downtime) for 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)

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## **Regulations, procedures, and conditions (if any) for submission**

### **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 Services Business, dated 16 April 2018 (B.E. 2561) Clause 4.2.3 (8.1.1) and 4.3.2 (7)

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

- (1) The requestor must be the business provider of the designated payment services intending to suspend the services temporarily resulting from the advance planning (planned downtime) such as suspension of critical systems for maintenance which has broad impact and the closing for office renovation.
- (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 this suspension 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 notification of a temporary suspension of the services resulting from the advance planning (planned downtime) 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 15 days prior to the suspension through the electronic channel, namely, e-Application (the main service channel) or submits the notification in person or by mail.
- (2) In the event that the notification or the evidentiary documentation is incorrect or incomplete, the BOT shall notify the business provider to amend the notification or submit additional evidentiary documentation within the specified time frame. The BOT may also ask the business provider to provide further clarification. If the business provider fails to comply within the specified period, the BOT shall assume that the notification is abandoned and will notify the termination of the consideration, which results in the return of such notification.
- (3) The BOT will pause the consideration process and the processing time until the business provider amends the notification 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 business provider of the result within 7 days from the date of completion as per Section 10 of the Licensing Facilitation Act B.E. 2558 (2015).

(5) In the case that the notification involves a policy or a customer protection issue, the business provider should consult the BOT before submitting the notification so that the BOT is able to determine if additional information is needed.

### Service Channels

<p><b>1) Website and Online Channel (Main Channel)</b>  <b>Service Location:</b>  <a href="http://www.bot.or.th">www.bot.or.th</a> (e-Application)          (Remark: If a notification 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><b>Office hours: 24 Hours</b></p>
<p><b>2) In-Person</b>  <b>Service Location:</b>          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:  <a href="https://www.bot.or.th/English/PaymentSystems/PSA_Oversight/BOT_Contact_Person/Pages/default.aspx">https://www.bot.or.th/English/PaymentSystems/PSA_Oversight/BOT_Contact_Person/Pages/default.aspx</a>)</p>	<p><b>Office hours:</b>          Monday – Friday (except bank holidays as notified by the BOT)          08:30 a.m. – 04:30 p.m. (lunch break)</p>
<p><b>3) Mail</b>  <b>Service Location:</b>          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 notification 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: 15 Days

No.	Procedures	Service time	Responsible Units
1	<p><b>Document verification</b></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 business provider to amend or submit additional documents within the stipulated period. If the business provider is unable to comply within the specified period, the notification shall be deemed dismissal.</p>	5 Days	Payment Systems Policy Department
2	<p><b>Consideration Process</b></p> <p>The consideration process will begin once all evidentiary documentation is complete.</p> <p>(1) The BOT deliberates on the qualifications of the notification 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 business provider 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>	10 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 notification of a temporary suspension of the services resulting from the advance planning (planned downtime) describing reasons and necessity, details of the temporary suspension, the date and time of the suspension, and methods to notify the service users</p> <p>Original: 1 Copy: 0</p> <p><b>Remark:</b> Must be signed to certify true copy by the authorized signatory.</p>	-

No.	Names of Documents, Quantity and Additional Details (if any)	Issuing Authority
2	Other supporting documents beneficial for 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: <a href="mailto:Payment-Sup@bot.or.th">Payment-Sup@bot.or.th</a> <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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