

PUBLIC HANDBOOK: Request to Temporarily Operate Business of an Authorized Money Transfer Agent Outside Own Office

Service Unit: Foreign Exchange Administration and Policy Department, Bank of Thailand (BOT)

Rules, Methods and Conditions (if any) in Making and Considering a Request

1. The license that the Minister granted to an authorized money transfer agent is only applicable for the business premise indicated in the authorized money transfer agent's license request, unless approved otherwise by the Competent Officer.

2. In case the authorized money transfer agent wishes to temporarily operate business outside its own office, the authorized money transfer agent must submit a request to the Competent Officer, including reasons and needs, along with related documents. The request must be submitted not less than 15 days before the day that it wishes to commence business operation outside its own office.

The authorized money transfer agent may temporarily operate business outside its own office only at a premise indicated in the request and as authorized by the Competent Officer. Period of operation shall be as stipulated.

3. In case the Competent Officer wishes to inspect the business premises indicated in the request, the Competent Officer and the requester shall agree on the inspection of the business premise as indicated in the request. After the Competent Officer has notified the requester via email or fax, the requester must be ready for inspection to take place. If the requester is not ready for inspection within the timeframe stipulated by the Competent Officer, the Competent Officer shall not consider the request and shall return the request and all documents to the requester.

4. Request and related documents

(1) The request and all related documents must be signed by the authorized signatory and stamped with a corporate seal (if any).

(2) If the information and documents are in languages other than Thai or English, a translation into Thai or English must be provided and signed by the authorized signatory and stamped with a corporate seal (if any).

5. Request submission

(1) In person (in case the requester cannot submit the request in person, the requester must prepare a power of attorney to authorize a messenger to submit the request and prepare a two-party memo in case the documents are incorrect or incomplete as required by Section 8 of the Licensing Facilitation Act B.E. 2558. If no power of attorney is prepared for the messenger and the Bank of Thailand finds that the documents submitted are incorrect or incomplete, the Bank of Thailand will not be able to accept the request since the messenger is not authorized to act as a signatory in the two-party memo.) (An example of a power of attorney is in the attachment to this public handbook.)

(1.1) The Competent Officer verifies the request and related documents at the time of submission.

(1.2) In case of correct and complete information – the request is accepted.

(1.3) In case of incorrect or incomplete information

- Notify the requester or the messenger to revise the documents immediately. If revision cannot be made immediately, a memo on incomplete information shall be prepared, stating the timeframe for revision, and signed by the two parties.

- If documents submitted by the requester continue to miss certain information as indicated in the two-party memo, or the requester cannot comply with the request for revision within the timeframe stipulated, the Competent Officer shall return the request and all related documents to the requester.

(2) Via post (the request shall be submitted not less than 15 days before the day that it wishes to commence business operation outside its own office. The originating post office stamp will be used as reference.)

(2.1) The Competent Officer verifies the request and related documents.

(2.2) In case of correct and complete information – the request is accepted.

(2.3) In case of incorrect or incomplete information

- Notify the requester by preparing a memo on incomplete information, signed by the Competent Officer receiving the request, and sent via registered post, email or fax. The requester must sign the memo, indicate the timeframe for revision, and send it back to the Bank of Thailand via registered post, email or fax. Then, the requester must correctly and completely submit documents as required within the stipulated timeframe.

- If documents submitted by the requester continue to miss certain information as indicated in the memo, or the requester cannot submit documents as informed

within the timeframe stipulated, the Competent Officer shall return the request and all related documents to the requester.

(3) If the business premise is located in a district of operation of any of the Bank of Thailand's offices (Headquarters' district or district of operation of the Southern Region Office, Northeastern Region Office and Northern Region Office), the request can be submitted at that office.

6. Afterwards, if the Competent Officer finds that the information and documents are incorrect or inconsistent, the Competent Officer may ask the requester to provide additional clarification, otherwise the information submitted by the requester shall be deemed as not having enough weight to be used in considering the request.

7. After the Competent Officer has contacted the requester via registered post, email or fax as indicated in the request, it shall be deemed that all communicated information is fully and immediately acknowledged by the requester.

8. The procedures outlined in this public handbook shall start once the Competent Officer has verified that all documents as indicated in this public handbook are correct and complete. Where the request or other documents are incorrect, incomplete and/or missing certain information, rendering it impossible to be considered, the Competent Officer shall prepare a memo on incomplete information or additional documents to be submitted. The requester must revise such documents and/or submit additional documents within the timeframe stipulated in the said memo; otherwise it shall be deemed that the request is abandoned by the requester. The Competent Officer and the requester or the authorized person shall sign the memo, a copy of which shall be given as a record of evidence to the requester or the authorized person.

9. The approval consideration process shall take a total of 15 days, counting from the day that the request and all documents are received by the Bank of Thailand, where the contents of such must be correct and complete.

10. The Bank of Thailand shall notify the requester of the results within 7 days, counting from the day that consideration is finalized, in accordance with Section 10 of the Licensing Facilitation Act B.E. 2558.

Channels of Service

<p>Location of Service <i>(Remark: (Public holidays mean public holidays for financial institutions as announced by the Bank of Thailand. To facilitate access to the Bank of Thailand's grounds, please give name, date, time and tel. number to 0-2283-5117 or 0-2283-5416.))</i></p> <p><i>Bank of Thailand (Headquarters) 273 Samsen Road, Watsamphraya Sub-district, Phra Nakhon District, Bangkok 10200, Tel. 0 2283-5416/contact in-person at responsible unit)</i></p>	<p>Operating Hours: <i>Monday – Friday (except public holidays) during 8.30 a.m. – 3.00 p.m.</i></p>
<p>Location of Service <i>(Remark: (Public holidays mean public holidays for financial institutions as announced by the Bank of Thailand.))</i></p> <p><i>Bank of Thailand (Southern Region Office) 472 Phetkasem Road, Hat Yai Sub-district, Hat Yai District, Songkhla 90110, Tel 0-7423-4746, 0-7424-4655, 0-7422-0345/contact in-person at responsible unit)</i></p>	<p>Operating Hours: <i>Monday – Friday (except public holidays) during 8.30 a.m. – 3.00 p.m.</i></p>
<p>Location of Service <i>(Remark: (Public holidays mean public holidays for financial institutions as announced by the Bank of Thailand.))</i></p> <p><i>Bank of Thailand (Northeastern Region Office) 45 Nikorn Samran Road, Nai Mueang Sub-</i></p>	<p>Operating Hours: <i>Monday – Friday (except public holidays) during 8.30 a.m. – 3.00 p.m.</i></p>

<p><i>district, Mueang District, Khon Kaen 40000, Tel. 0-4391-3571, 0-4391-3574/contact in-person at responsible unit)</i></p>	
<p>Location of Service <i>(Remark: (Public holidays mean public holidays for financial institutions as announced by the Bank of Thailand.))</i></p> <p><i>Bank of Thailand (Northern Region Office) 68/3 Chotana Road, Chang Phuek Sub-district, Muang Chiang Mai District, Chiang Mai 50300, Tel. 0-5393-1094, 0-5393-1114, 0-5393-1116/contact in-person at responsible unit)</i></p>	<p>Operating Hours: <i>Monday – Friday (except public holidays) during 8.30 a.m. – 3.00 p.m.</i></p>
<p>Location of Service <i>(Remark: (The request must be submitted not less than 15 days before the day that the requester wishes to commence business operation outside its own office. The originating post office stamp will be used as reference. In case the request and related documents arrive at the responsible unit after 4.30 p.m., it shall be deemed as received on the next business day. Public holidays mean public holidays for financial institutions as announced by the Bank of Thailand.))</i></p> <p><i>Foreign Exchange Administration and Policy Department, Bank of Thailand (Headquarters) 273 Samsen Road, Watsamphraya, Phra Nakhon District, Bangkok 10200/via post</i></p>	<p>Operating Hours: <i>Monday – Friday (except public holidays) during 8.30 a.m. – 4.30 p.m.</i></p>
<p>Location of Service <i>(Remark: (The request must be submitted not less than 15 days before the day that the</i></p>	<p>Operating Hours: <i>Monday – Friday (except public holidays) during 8.30 a.m. – 4.30 p.m.</i></p>

<p><i>requester wishes to commence business operation outside its own office. The originating post office stamp will be used as reference. In case the request and related documents arrive at the responsible unit after 4.30 p.m., it shall be deemed as received on the next business day. Public holidays mean public holidays for financial institutions as announced by the Bank of Thailand.))</i></p> <p><i>Financial Literacy and Consumer Protection Division, Bank of Thailand (Southern Region Office) 472 Phetkasem Road, Hat Yai Sub-district, Hat Yai District, Songkhla 90110/via post</i></p>	
<p>Location of Service <i>(Remark: (The request must be submitted not less than 15 days before the day that the requester wishes to commence business operation outside its own office. The originating post office stamp will be used as reference. In case the request and related documents arrive at the responsible unit after 4.30 p.m., it shall be deemed as received on the next business day. Public holidays mean public holidays for financial institutions as announced by the Bank of Thailand.))</i></p> <p><i>Financial Literacy and Consumer Protection Division, Bank of Thailand (Northeastern Region Office) 45 Nikorn Samran Road, Nai Mueang Sub-district, Mueang District, Khon Kaen 40000/via post</i></p>	<p>Operating Hours: <i>Monday – Friday (except public holidays) during 8.30 a.m. – 4.30 p.m.</i></p>

<p>Location of Service</p> <p><i>(Remark: (The request must be submitted not less than 15 days before the day that the requester wishes to commence business operation outside its own office. The originating post office stamp will be used as reference. In case the request and related documents arrive at the responsible unit after 4.30 p.m., it shall be deemed as received on the next business day. Public holidays mean public holidays for financial institutions as announced by the Bank of Thailand.))</i></p> <p><i>Financial Literacy and Consumer Protection Division, Bank of Thailand (Northern Region Office) 68/3 Chotana Road, Chang Phuek Sub-district, Muang Chiang Mai District, Chiang Mai 50300/via post</i></p>	<p>Operating Hours:</p> <p><i>Monday – Friday (except public holidays) during 8.30 a.m. – 4.30 p.m.</i></p>
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Procedures, Service Time and Responsible Units

Total time: 15 days

No.	Procedures	Service Time	Responsible Unit
1)	<p>Document verification</p> <p>The authorized money transfer agent submits a request to temporarily operate business outside own office and all related documents to the Competent Officer. The Competent Officer verifies that the request and all related documents are correct and complete.</p> <p><i>(Remark: In case of submission to a region office (Southern Region Office, Northeastern Region Office and Northern Region Office),</i></p>	1 day	Foreign Exchange Administration and Policy Department

	<i>the Financial Literacy and Consumer Protection Division of that office is the responsible unit.))</i>		
2)	Consideration Consider the qualifications. <i>(Remark: In case of submission to a region office (Southern Region Office, Northeastern Region Office and Northern Region Office), the Financial Literacy and Consumer Protection Division of that office is the responsible unit.))</i>	7 days	Foreign Exchange Administration and Policy Department
3)	Consideration Submit to Bank of Thailand executives for consideration of a temporary business operation outside own office. <i>(Remark: In case of submission to a region office (Southern Region Office, Northeastern Region Office and Northern Region Office), the Financial Literacy and Consumer Protection Division of that office is the responsible unit.))</i>	7 days	Foreign Exchange Administration and Policy Department

Documents to be Attached

No.	Names of Documents, Number and Additional Details (if any)	Issuing Authority
1)	Request in the required format Original 1 Copy 0 Remark: (Signed by the authorized signatory and stamped with a corporate seal (if any), downloaded from www.bot.or.th / Financial Markets / Foreign Exchange Regulations / Foreign Exchange Business / Authorized Money Transfer Agent / Request and Letter of Certification)	-

No.	Names of Documents, Number and Additional Details (if any)	Issuing Authority
2)	<p>Letter to explain the rationale for temporary business operation outside own office</p> <p>Original 1 Copy 0</p> <p>Remark: (1. Specify the following details (1) rationale (2) location of business premise (3) start and end dates; 2. Signed by the authorized signatory and stamped with a corporate seal (if any).)</p>	-
3)	<p>Map showing location of business premise</p> <p>Original 0 Copy 1</p> <p>Remark: (All pages must be signed to certify true copy by the authorized signatory and stamped with a corporate seal (if any).)</p>	-
4)	<p>Floor plan showing location(s) of money transfer services</p> <p>Original 0 Copy 1</p> <p>Remark: (All pages must be signed to certify true copy by the authorized signatory and stamped with a corporate seal (if any).)</p>	-
5)	<p>Document showing that the requester has or will have the right to use the business premise e.g. copy of rental agreement or letter of consent for the use of business premise, together with copies of national ID cards of the tenant, landlord/person giving consent for use of premise, copy of housing registration and the letter of certification of the Ministry of Commerce to the landlord/person giving consent (in case the</p>	-

No.	Names of Documents, Number and Additional Details (if any)	Issuing Authority
	<p>landlord/person giving consent is a juristic person)</p> <p>Original 0</p> <p>Copy 1</p> <p>Remark: (1. All pages of document showing that requester has or will have the right to use the business premise must be signed to certify true copy by the authorized signatory and stamped with a corporate seal (if any).</p> <p>2. Copies of national ID cards or passports must be signed to certify true copy by the owners or the authorized signatories and stamped with a corporate seal (if any).)</p>	
6)	<p>Power of attorney to submit a request and act as a signatory in a two-party memo in case of incomplete information, along with copies of national ID cards or passports of the principal and the authorized person (in case the authorized signatory does not submit the request in person)</p> <p>Original 1</p> <p>Copy 0</p> <p>Remarks: (1. The power of attorney must be signed by the authorized signatory and stamped with a corporate seal (if any), the authorized person, and witnesses.</p> <p>2. Copies of national ID cards or passports must be signed to certify true copy by the owners or the authorized signatories and stamped with a corporate seal (if any).)</p>	-

Fees

No.	Fees Details	Rate (baht/%)
1)	None (Remark: -)	0

Channels for Complaints and Suggestions

No.	Channels for Complaints/Suggestions
1)	Foreign Exchange Administration and Policy Department, Bank of Thailand (Headquarters) (Remark: 273 Samsen Road, Watsamphraya, Phra Nakhon District, Bangkok 10200, Tel. 0-2283-5325)
2)	Financial Literacy and Consumer Protection Division, Bank of Thailand (Southern Region Office) (Remark: 472 Phetkasem Road, Hat Yai Sub-district, Hat Yai District, Songkhla 90110, Tel. 0-7427-2000 ext. 4520)
3)	Financial Literacy and Consumer Protection Division, Bank of Thailand (Northeastern Region Office) (Remark: 45 Nikorn Samran Road, Nai Mueang Sub-district, Mueang District, Khon Kaen 40000, Tel. 0-4391-3570)
4)	Financial Literacy and Consumer Protection Division, Bank of Thailand (Northern Region Office) (Remark: 68/3 Chotana Road, Chang Phuek Sub-district, Muang Chiang Mai District, Chiang Mai 50300, Tel. 0-5393-1119)
5)	Public Service Centre, Office of the Permanent Secretary, the Prime Minister's Office (Remark: No. 1 Pissanulok Rd., Dusit, Bangkok 10300 / Hotline 1111 / www.1111.go.th / PO Box 1111 No. 1 Pissanulok Rd., Dusit, Bangkok 10300)

Forms, Examples and Instructions

No.	Channels for Complaints/Suggestions
1)	Request form (for authorized money transfer agent)

	<i>(Remark: -)</i>
2)	Example of power of attorney (for authorized money transfer agent) <i>(Remark: -)</i>

Remark

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