

Unofficial Translation

This translation is for convenience of those unfamiliar with Thai language.

Please refer to the Thai text for the official version.

BANK OF THAILAND

30 December 2020 (B.E. 2563)

To Manager

All commercial banks

All specialized financial institutions

Non-bank electronic payment business providers

No. BOT.PSD..(02) 1408/2563 Re: Guideline on Providing PromptPay Service for e-Money

The Bank of Thailand (BOT) has issued the Circular No. BOT. TSD.987/2560 Re: Guideline on Providing PromptPay Service for e-Money dated 30 June 2017 (B.E. 2560) to prescribe minimum standards for providing PromptPay service for e-Money, which applies to financial institutions and non-bank business providers (hereinafter referred to as “business providers”), according to the principle of secure identity verification and the establishment of trustworthiness of PromptPay service for supporting the secure, safe and trustworthy registration and financial transactions through the PromptPay system as well as to strengthen the consumers’ trust.

Since the technology for customer identity verification has continuously evolved and the BOT has prescribed regulations on Know Your Customer (KYC) for e-Money service activation as the common standard to be adopted by all e-Money business providers, according to the BOT Notification No. PSD. 1/2563 Re: Regulations on Know Your Customer (KYC) for Electronic Money Service Activation, as well as the financial sector has progressively improved the operations relating to PromptPay service, the BOT would like to revise the guidelines on providing PromptPay service for e-Money business providers by repealing and replacing the aforementioned Circular with this Circular. The business providers shall comply as follows:

1. Guidelines on identification and verification of the applicants for PromptPay service for e-Money

1.1 e-Money service activation: Business providers shall comply with regulations on Know Your Customer (KYC) for e-Money service activation (BOT Notification No. PSD. 1/2563), which prescribes guidelines aligning with the risk levels of e-Money products and channels for providing e-Money services.

1.2 The minimum process of customer verification for PromptPay registration service, to ensure that the applicants for PromptPay service are the owners of e-Money accounts: Business providers shall verify the accuracy, authenticity and up-to-date nature of customer data and identification evidence from credible sources of information as well as apply reliable technology to perform customer verification. In case where smart ID cards are used as evidence for identification, business providers shall at least:

- 1) Verify the status of the card through the government's online verification system (Online to DOPA).
- 2) Verify whether the customer is the true owner of the data and evidence by using a technology with the level of trustworthiness comparable to the verification of data and evidence using a smart card reader (Dip Chip).

In this regard, if a biometric technology is used, business providers shall also comply with guidelines on the use of biometric technology for financial services as prescribed by the BOT.

- 3) Have measures to deal with the risks of products or services according to the Notification of the Anti-Money Laundering Office pertaining to guidance on factors or characteristics for determining customers' risk.

2. Other guidelines related to providing PromptPay service: Business providers shall comply with guidelines and business rules in providing PromptPay service as mutually set out by the business providers and their respective associations, namely the Thai Bankers' Association, Association of International Banks, The Government Financial Institutions Association, and Thailand e-Payment Trade Association, as the case may be. Those business rules are: 1) Registration service must be trustworthy and

operated through a secure service process; 2) Financial transaction service system through PromptPay system must be able to verify data input into the system and also clearly show the results to customers for their data verification; 3) For risk management and operations, there must be policies and guidelines for risk management and assessment associated with e-Money transactions as well as clear and secure measures to mitigate and control such risk.

In this regard, business providers shall comply with other regulations applicable to the service, e.g., regulations on personal data protection, risk management and IT security.

3. Any amendment, supplement or repeal of business rules that may affect PromptPay service: Business providers, together with the Thai Bankers' Association, Association of International Banks, The Government Financial Institutions Association, and Thailand e-Payment Trade Association have to jointly consider and discuss with the BOT before proceeding.

Please be informed and comply with accordingly.

Yours sincerely,

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For Governor

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Remark: ☐ Clarification meeting will be arranged at ... on ...

☒ No clarification meeting will be arranged.