



HOW TO REQUEST FOR CHANGE OF ACCOUNT DETAILS

Can I request for change of Account Details?



- Yes, change of account details can be requested
- Submit a Request by creating a ticket at <http://support.globalpinoyremittance.com/>

What are the requirements?



- Regcode
- 2 clear, colored copy of valid government issued IDs
- Home address
- Email address linked to your account
- Mobile number linked to your account
- When and what was your last transaction
- Name and Regcode of Upline

Note:

CSR may conduct other verification question to ensure that request is legitimate and initiated by the account owner

How long is the process?



- Requests shall be processed within 24 hours based on the following criteria
 1. Satisfactory provided clear, colored copy of valid government issued IDs
 2. Satisfactory verification
 3. Confirmed thru the account owner

Note:

Black and white copy is not acceptable

Why are there requests that takes days to process?



- Unsatisfactory verification
- Mismatch account details
- No confirmation via registered contact details (mostly for requests to change both mobile number and email address)

Note:

Team Lead assistance is required when there is no direct contact via registered contact details



What are the acceptable IDs?

- Passport
- Driver's License
- Professional Regulation Commission (PRC)
- Unified Multi-Purpose ID (UMID)
- NBI / Police Clearance
- Postal / Voters ID
- Senior Citizen Card
- SSS / GSIS ID
- Tax Identification Card (TIN)
- Integrated Bar of the Philippines ID
- Seaman's Book
- Firearm License

For Minor / Students:

- - Valid photo bearing school ID Signed by Principal or Head of School
- - Birth Certificate

I have already provided 2 IDs, why am I asked to submit another ID?



- Submission of 2 Non Digitized IDs shall be subject for submission of a digitized ID
- A Non Digitized ID should be submitted along with a digitized ID

Digitized IDs

Passport
Driver's License
SSS / GSIS ID
NBI Clearance
Unified Multi-Purpose ID (UMID)
Integrated Bar of the Philippines ID
Firearm License
Seaman's Book
Professional Regulation Commission (PRC)

Non Digitized IDs

Postal ID
Police Clearance
Tax Identification Card (TIN)
Senior Citizen Card
Voters ID