

- **How to replenish Ecash and load fund?**

1. Make a deposit or transfer Cash via Online banking to any GPRS / UPS bank accounts
2. Submit a Fund Request
3. Submit a copy of deposit slip by creating a ticket at <http://support.globalpinoyremittance.com/>

You can also replenish thru

1. Ecash transfer from dealers and GPRS Outlets
2. Loadwallet transfer for load funds

- **How to request fund thru SMS?**

Using your registered mobile number text the following format:

For Ecash

ECASHFUND(space)Regcode/Institution/Amount/Ref#/Dateofdeposit/Timeofdeposit

For loading

LOADFUND(space)Regcode/Institution/Amount/Ref#/Dateofdeposit/Timeofdeposit
and send to the following gateways:

SUN - 09223282111

GLOBE – 09266722075

SMART – 090844466764

- **Is there a cut-off time for replenishment?**

Yes, cut-off time is 5:00 pm from Monday to Friday.

- **What are the accredited banks of GPRS for replenishment?**

- Chinabank
Account Number: 1500911012
Account Name: Global Pinoy Remittance and Services
- Metrobank Peso Account
Account Number: 7-47302265-2
Account Name: Global Pinoy Remittance and Services
- ALLIED BANK
Account Number: 0221048726
Account Name: Global Pinoy Remittance and Services
- Landbank

Account Number: 0621-1221-00

Account Name: Global Pinoy Remittance and Services

- BDO
Account Number: 397 006 4974
Account Name: Global Pinoy Remittance and Services
- BDO UPS
Account Number: 00397-0103-244
Account Name: Unified Products and Services, Inc.
- UCPB
Account Number: 101 890 021 394
Account Name: Unified Products and Services, Inc.
- UPS UCPB
Account Number: 2018-9000-1971
Account Name: GPRS - Unified Products and Services, Inc.
- BPI
Account Number: 435 303 7469
Account Name: Global Pinoy Remittance and Services
- Unionbank
Account Number: 002 110 001 490
Account Name: Global Pinoy Remittance and Services
- PNB
Account Number: 488 460 000 010
Account Name: Global Pinoy Remittance and Services
- SECURITY BANK
Account Number: 0652-045201-001
Account Name: Global Pinoy Remittance and Services

- **Rates for converting network income to Ecash or Cheque.**
 - For Ecash : 10% of the amount plus 25 Pesos
 - For Cheque : 10% of the amount

- **I can't log in to my account, what should I do?**

To reset log in password, submit the following requirements via

<http://support.globalpinoyremittance.com/>

Regcode

2 valid government issued IDs

Home address

Email address and mobile number linked to your account

Once reset is completed, an email will be automatically sent by the system to the email linked to the account

- **How can I reset my Transaction Password?**

Transaction password can now be changed using your webtool.

Go to my account >> Change password >> choose transaction.

The system will automatically send a message containing the new transaction password to the email address linked to your account.

- **Can I transfer my account to another name?**

To process request for transfer of account, submit the following requirements via

<http://support.globalpinoyremittance.com/>

Notarized request letter with signature of both parties.

Valid government id's of both parties (**Old Account and New Account**)

Regcode where Php 1,000 transfer fee can be deducted

Additional details for the new account

New username

New mobile number

New email address

New home address

- **I have not used my account for a long time, what should I do?**

To activate dormant account, submit the following requirements via

<http://support.globalpinoyremittance.com/>

Regcode

2 valid government issued IDs

Home address

Email address and mobile number linked to your account

- **Can I change the mobile and email address linked to my account?**

Yes, to change the mobile and email address linked to the account, submit the following requirements via <http://support.globalpinoyremittance.com/>

Regcode

2 valid government issued IDs

Home address

Email address and mobile number linked to your account

When and what was your last transaction
Name and Regcode of Upline.

- **How can I make correction to the spelling of my name?**

To make correction on the spelling of the name, submit the following requirements via
<http://support.globalpinoyremittance.com/>

- Regcode
- 2 valid government issued IDs
- Home address
- Email address and mobile number linked to your account
- When and what was your last transaction

- **How can I apply for a free insurance?**

To apply for a new insurance, send the following requirements via
<http://support.globalpinoyremittance.com/>

- Regcode
- Complete Name
- Birthdate
- Occupation
- Complete Name of Beneficiary
- Email Address