

MEETING WITH PATTAYA CITY EXPATS CLUB - A GROUP SEESION FOR PERSONAL BANKING

June 12th, 2013

Bangkok Bank Public Company Limited
Global Payment Services Department



ACCOUNT OPENING

1. I am on a retirement visa, can I open an account with Bangkok Bank and what documents do I need to provide to the bank?

Yes, you can open a bank account with Bangkok Bank. You need to bring your passport showing the valid “non-immigrant” entry-visa to Thailand, a driver’s license with your photo ID and provide the bank with evidence of your residential addresses in Thailand and your home country.

2. Can I use my tourist visa or exempt visa to open an account? What other documents do I need?

Yes, an exempt visa or a tourist visa can be used to open a basic savings account at Bangkok Bank to receive your incoming funds transfers from overseas. You need to bring your passport showing the valid entry-visa to Thailand, a photo-id such as a driver’s license and evidence of your residential address both in Thailand and your home country - Post Office boxes and hotel addresses are not acceptable. For countries where residential addresses are not used for postal services, then additional evidence is required such as ownership of a property unit, a lease agreement or a recent utility bill.

3. What is the minimum deposit amount for opening a savings account?

- The minimum deposit for opening a ‘Savings Account’ is 500Bt.

4. What is the minimum remaining balance for this account?

- The minimum remaining balance for a savings account below 2,000Bt and the account has been inactive for more than one year, 50Bt will be deducted from your account each month. When the balance reaches zero, your account will be automatically closed without prior notice.

5. What are the insured deposit coverage / protection that could be claimed?

According to The Royal Decree on the extension of deposit coverage, it is as follows;

- The coverage of insured deposits is 50 million baht, for the period from 11 August 2012 until 10 August 2015.
- The coverage of insured deposits is 25 million baht, for the period from 11 August 2015 until 10 August 2016.
- The coverage of insured deposits is 1 million baht, for the period from 11 August 2016 onwards.

Deposits exceeding the coverage amount can be claimed from the liquidation process.

Additional Information:

Whilst applying for your savings account, you should also ask for a Be1st Visa Debit card - it can be used for day-to-day banking including ATM transactions, online payments, or in-store purchases.

The maximum withdrawal per transaction depends on the limit set on the ATM card you are using, the withdrawal limits that apply to your card and the type of visa you hold when applying for the card.

- If you are on a tourist visa, the daily withdrawal limit is 50,000Bt and daily purchasing limit at stores is 50,000Bt.
- If you hold a long-stay / retirement visa, a work permit or a non-immigrant visa, your daily withdrawal limit will depend on your personal preferences from 20,000 / 50,000 / 100,000 / 150,000 / 200,000 Bt. You can set the withdrawal and purchase limit by calling our bank's Bualuang Phone service (Call Center) at 1333 (in Thailand) or + 66 2645 5555 (if calling from overseas).

BE 1ST DEBIT CARD

6. Can a customer hold more than one Be1st Visa Debit Cards which links to the same account?

Yes, you can hold as many Be1st Visa Debit Cards as you wish. There is a one-time joining fee of 100Bt per card and a membership annual fee of 200Bt per card.

You will be charged a 300Bt fee per card for the first year and 200Bt per card from the second year onwards.

7. Can I use my Be1st Visa Debit Card outside Thailand? Are there any extra charges?

Yes, you can use it to make cash withdrawals at any ATM with a VISA or PLUS sign anywhere in the world and make purchases at stores around the world displaying a Visa logo.

The card can also be used when making payments or withdrawing cash with a Be1st Visa Debit Card overseas. The amount will be converted to Thai baht based on Visa's normal exchange rates, with a conversion charge added which will not exceed 2.5% of the exchange rate applied. A flat fee of 100Bt will be charged for each cash withdrawal. The maximum amount for each withdrawal varies, depending on each bank's limit.

8. What should I do when my Be1st Visa Debit card has been lost or stolen?

You must call Bangkok Bank's Bualuang Phone service on 1333 (if you are in Thailand) or +66 2645 5555 (if you are overseas) to cancel your card as soon as possible.

To reissue your card, you can contact any Bangkok Bank branch in the same province as your *home branch where you can have your debit card and PIN number reissued. (*home branch is where you opened your bank account)

9. If something were to happen to me, can my daughter, who's living aboard, authorize closing my account without coming to Thailand?

No, only the primary account owner can access and close the account.

10. Can I add another name or authorize a family members' name to an existing account I have with Bangkok Bank, in the event that something happens to me and I can't call in to the bank?

No, you can't add other name or authorize a family members' name to an existing account but you can authorize another person to conduct transactions on your behalf. To apply for this service, you and the authorized person must go person to the bank and sign together the authorization form and signature card in front of the bank officer.

You need to bring along the passports of all parties. There will be a stamp duty fee of 30Bt for each authorized person. However for security reasons, only the primary account holder can close the account.

11. Is it possible to have a joint account with my daughter? Does she have to come to the bank or can a Power of Attorney be accepted?

Yes, it is possible to open a joint account. To open an account you must go in person to the bank branch. When opening an account, a Power of Attorney will not be accepted.

12. How can my daughter access and make cash withdrawals from our joint account?

Your daughter is a joint account holder. Decisions on signing arrangements are made by the primary account holder and so If you choose "*either to sign*" on the joint account, either one of the signatories can make deposits or withdrawals from the account.

13. If the customer is suffering from a serious illness or in an unconscious condition, can the hospital have the power to authorize the bank to access the customer's bank account and make payments for the medical expenses?

No, only the primary account owner / holder are able to access an account.

14. How do we close a deceased account and transfer the funds to the beneficiaries overseas?

In order to close the account of a deceased customer and distribute the funds to the administrator of the estate, the following documents must be sent to the manager of the branch where the account was held:

- Court order appointing the administrator of the deceased's estate
- Power of Attorney (Required a solicitor to act on behalf of the Administrator)
- Copy of the passport of the deceased
- Certified true copy of the passport of the Administrator
- Original passbook formerly held by the deceased; and
- A letter from the Administrator of the deceased's estate requesting Bangkok Bank to close the account and transfer the balance. Please include the details for the payment i.e.,
 - Name of the beneficiary
 - Account number
 - Name of the bank where the account is held
 - SWIFT number for the receiving bank, name and address of the branch where the account is held.

Note: Should these documents be issued in a country outside Thailand where the languages used are not English, the documents must be translated into Thai and Notarized by the Royal Thai Embassy / Consulate in the country of issue.

INTERNET BANKING

15. Can I link my personal joint account to Bangkok Bank's internet banking service?

Yes, you can link your personal joint savings account with Bualuang iBanking; however, a link can only be made with one of the owners of joint account. You can use Bualuang iBanking to make transactions with a joint account as one of your regular accounts.

To link your joint account with Bualuang iBanking, you must have ALL owners of the joint account present at the branch to sign the application form. You must also bring the following documents.

- Joint account passbook
- Passport

Owners of a joint account can apply singly, some of the owners can apply, or all the owners can. The Bank will send a distinct User ID and PIN to each owner that applies.

16. Can I access my Bangkok Bank internet banking account from overseas?

Yes, you can access and connect to Bualuang iBanking from anywhere in the world. Access to our service is guaranteed if your computer meets our system requirements.

Please note that our system recognizes only the Bangkok date and time and will conduct your transactions accordingly.

CREDIT CARD

17. Can a foreigner apply for a Credit Card with Bangkok Bank?

Yes, we can consider an application from a foreign customer for a credit card with Bangkok Bank. However, if the customer does not have a work permit in Thailand, the bank requires a fixed deposit account to be opened with an amount held in the account as a pledge that guarantees the credit facility.

To apply for a Bangkok Bank credit card, contact your home branch and submit the following documents for approval:

- Completed and signed credit card application
- Passport
- Work-permit (if any)
- The bank statement for the last six months (if any)
- A fixed deposit account passbook
- Completed and signed letter of consent, pledging a fixed deposit as collateral to the bank - your credit facility will depend on the amount of a fixed deposit you maintain with the bank.

Note: If you request to cancel a credit card, the bank requires 30 days from the date of notification to cancel a credit card and return the fixed deposit provided as a pledge.

18. How much of a credit limit can I have when applying for a Credit Card?

The credit facility / credit line limit can be up to the amount in the fixed deposit pledged to the bank.

INTERNATIONAL FUNDS TRANSFER

19. How much is the fee for an incoming funds transfer from overseas to my Bangkok Bank account in Thailand?

The fee is 0.25% of the total amount transferred (minimum fee 200Bt and maximum fee of 500Bt). An intermediary bank (between the sending bank and Bangkok Bank) may also deduct an additional handling fee before sending the funds to us.

20. How much are the fees to send / transfer money abroad?

The outward funds transfer fee is 400Bt per transaction. However correspondent banks and destination banks also charge fees which will be deducted from the amount you send. If you wish the recipient to receive an exact amount, you can choose the option to pay both the sender and correspondent bank fees.

21. Can I transfer my foreign currency I hold in my foreign currency deposit account directly to my bank account abroad? What are the fees involved?

Yes, you can. However, there will be a commission in lieu of an exchange rate fee of between 0.25-1.25% of the payment amount, depending on the currency (minimum 500Bt) plus an outward transfer fee.

22. What is the meaning of “commission in lieu”?

An alternative fee to an exchange rate fee.

23. How soon can the overseas parties receive the funds transferred from Thailand?

Generally, the overseas parties (beneficiaries) will be able to receive the funds within two days. However, this may vary depending on the country or bank to which the payment is made.

24. What is the minimum deposit amount when opening a US dollar Foreign Deposit Account?

- To open an account you need an initial deposit of USD 1,000 or the equivalent in other currencies.
- If the Foreign Currency Deposit account balance falls below USD250, a flat fee of USD10 will be deducted each month (*or the equivalent amount in other currencies*). When the balance reaches zero, your account will be automatically closed without prior notice.

25. Are there any fees or charges when withdrawing funds from a Foreign Currency Deposit Account over the counter?

Yes, a cash withdrawal fee of between 1-2% will apply (depending on the currency). The fee for withdrawal in US dollars is 1% of the amount withdrawn, with a minimum withdrawal of 500Bt. and no maximum. However, there will be no fees if you withdraw the funds in Thai baht.

26. What is the exchange rate the bank uses for overseas funds transferred to my savings account with Bangkok Bank?

Bangkok Bank uses the “Buying TT Rate” as shown on the table of our daily exchange rate. Please refer to our website at www.bangkokbank.com for the indicative exchange rates.

Additional Information:

To find out when your incoming funds have arrived - There are three ways to find out if your funds have arrived:

- Log onto Bualuang iBanking and check your account
- Call Bualuang Phone 1333 or (66) 0-2645-5555 and check your latest account balance and transactions
- Sign up to receive a free automatic SMS remittance alert, giving you immediate notification for when the funds reach your account.

US DIRECT DEPOSIT

27. How do I open a Direct Deposit account? What are the required documents? Where can I open this type of account?

You can open a direct deposit account at any Bangkok Bank branch, except micro branches.

To apply:

1. Download the 'Direct Deposit Sign-up Form (SF1199A)' from www.socialsecurity.gov/online, complete it and sign it.
2. Open a savings account with Bangkok Bank branch (except micro branches). Complete a 'Direct Deposit Service Application' form, which you can pick up at any Bangkok Bank branch (except the micro branches).
3. Submit the form to Bangkok Bank with the following supporting documents:
 - Identification Card/Government Official ID Card / Passport, together with a customer identification document such as your Social Security Card, Annuitant ID Card.
 - A document from the relevant agency giving evidence of your right to receive the payments.
4. After verifying your documents, Bangkok Bank will submit your application to the government agency asking them to approve your request to receive the funds via Direct Deposit.
5. After the request is approved by the US Government Agency, your payments will be electronically deposited directly into your Bangkok Bank account.
6. To receive funds from a US Government Agency, you must appear in person at a Bangkok Bank branch to withdraw the funds.

To meet with US government regulations, Bangkok Bank cannot authorize the withdrawal of funds from your direct deposit account by an appointed representative, or via ATM, or any other electronic channel. You must appear in person to withdraw the funds.

- END SESSION -