



Home Transfer Registration Form

HOME TRANSFER & HOME TRANSFER VIP SERVICE

REGISTRATION & TERMS OF USE

Home Transfer is the easiest way to send or receive international transfers via your bank account.

The registration is free of charge, all you need to do is to fill in this form and send it back to us along with your supporting documents to get started. We also offer a tailor-made “VIP” service for customers wishing to remit higher amounts than what our retail monthly limits allow. Contact us by e-mail (hometransfer@moneytrans.eu) or phone (02/227 18 20) if you have specific questions about our services.

REGISTRATION TO THE SERVICE



1. Please fill in the registration forms provided on pages 5 to 6;



2. Also read the terms of use provided on page 7 and sign this page;



3. Send us the back these completed and signed pages, along with the following documents:

- Copy of your valid ID document,
- Proof of your address of residence (utility bill or equivalent, maximum 3 months old),
- Copy of your debit card or of a recent bank statement indicating your name and bank account details (IBAN + BIC).

By e-mail to: hometransfer@moneytrans.eu

By post to: Moneytrans Payment Services S.A.

77/01 Boulevard de Waterloo - 1000 Bruxelles



4. Once your registration has been processed, we will contact you to provide you your client code and invite you to instruct your first Home Transfer operation. If you already have a client code with Moneytrans, this will remain unchanged.

PROCEDURE TO SEND MONEY ABROAD

1. We recommend that you first contact our customer service (by phone to 02 227 18 20) to enquire about the financial conditions that will apply to your transaction, such as: the daily exchange rate, the transfer fees applicable, the available payout locations, the payment timelines, etc.

2. You can then transfer the total amount of your transaction (transfer fees included) onto one of the Home Transfer bank accounts of Moneytrans provided hereunder:



Make sure to add the following communication in the free text message to your bank transfer to allow us to identify you: **Client code // beneficiary n° // total paid**

Example: If you wish to send 100 EUR to your sister in Brazil, and:

- The transfer fees to Brazil are 5 EUR (total: 100 +5 = 105 EUR)
- You identified your sister as your beneficiary n°3 in your Registration Form
- Your own client code with us is 45289
- **The communication in your bank transfer should read as follows: 45289/n°3/105 EUR**

Euro cents are not taken into account by our System -> please always transfer a rounded amount (without decimals).

Bank payments are not processed on week-ends and on **public holidays**.

Your payment should reach us before 3 pm to allow us to process your remittance order the same day. Otherwise your order will be processed the next working day and subject to a different exchange rate. Longer delays may also apply, depending on your local bank and how fast we will receive your funds on our account.

PROCESSING YOUR REMITTANCE ORDER

Once we have received your funds on our bank account, we will verify that the funds indeed come from your registered bank account and do not exceed our remittance limits. We will then process your remittance order in line with your instructions, and send you a digital copy of your invoice by e-mail, which will contain the transaction code to provide to your beneficiary abroad, to allow him to retrieve the funds locally

Procedure for high-value remittances and the VIP Service

Customers wishing to send more than 3.000 EUR or more in 30 days must complete the "Compliance Form" enclosed on page 6.

Customers regularly sending over 3.000 EUR or who wish to send more than our monthly limits can apply for the "VIP Home Transfer" Service, in which case they must additionally provide formal proofs of revenues (such as recent bank statements). The Home Transfer "VIP" service guarantees a payment service within 48 hours from the processing of the VIP transaction. A non-refundable fee of 25 EUR will be collected at the stage of setting up your VIP file, as a charge for reviewing its completeness and obtaining the approval of our foreign partner for the payment of the funds at their destination.

A. CLIENT IDENTIFICATION DATA			CLIENT CODE*:	
LAST NAME(S):				
FIRST NAME(S):				
ADDRESS:		Nº		
POST CODE:		CITY:		
PHONE:		EMAIL:		
ID DOCUMENT:		ID DOCUMENT EXPIRY DATE:		

***The client code will be provided later by Moneytrans in case of a new customer.**
 Be advised that the HomeTransfer Service is not the best indicated way to send money abroad urgently! Moneytrans is not responsible in case of interbank delays.

B. BANK ACCOUNT DETAILS	
NAME OF ACCOUNT HOLDER:	
BANK NAME:	
ACCOUNT NUMBER:	

C. IDENTIFICATION DATA OF THE BENEFICIAIRES			
BENEFICIARY 1		CLIENT CODE (if known):	
LAST NAME(S):			
FIRST NAME(S):			
RELATIONSHIP:		PHONE:	
COUNTRY:		CITY:	
PREFERRED BANK BRANCH TO PICK UP THE FUNDS IN THE COUNTRY OF DESTINATION (IF UNKNOWN, STATE INSTEAD THE ADDRESS OF THE BENEFICIARY)			
IN CASE OF PAYMENT TO A BANK ACCOUNT:			
BANK NAME + ACCOUNT Nº:			
IN CASE OF A BANK PAYMENTS IN BRAZIL:			
BANK NAME:		BANK BRANCH Nº:	
ACCOUNT Nº:		CPF Nº:	



BENEFICIARY 2		CLIENT CODE (If known):	
LAST NAME(S):			
FIRST NAME(S):			
RELATIONSHIP:		PHONE:	
COUNTRY:		CITY:	
PREFERRED BANK BRANCH TO PICK UP THE FUNDS IN THE COUNTRY OF DESTINATION (IF UNKNOWN, STATE INSTEAD THE ADDRESS OF THE BENEFICIARY)			
IN CASE OF PAYMENT TO A BANK ACCOUNT:			
BANK NAME + ACCOUNT N°:			
IN CASE OF A BANK PAYMENTS IN BRAZIL:			
BANK NAME:		BANK BRANCH N°:	
ACCOUNT N°:		CPF N°:	

BENEFICIARY 3		CLIENT CODE (If known):	
LAST NAME(S):			
FIRST NAME(S):			
RELATIONSHIP:		PHONE:	
COUNTRY:		CITY:	
PREFERRED BANK BRANCH TO PICK UP THE FUNDS IN THE COUNTRY OF DESTINATION (IF UNKNOWN, STATE INSTEAD THE ADDRESS OF THE BENEFICIARY)			
IN CASE OF PAYMENT TO A BANK ACCOUNT:			
BANK NAME + ACCOUNT N°:			
IN CASE OF A BANK PAYMENTS IN BRAZIL:			
BANK NAME:		BANK BRANCH N°:	
ACCOUNT N°:		CPF N°:	

BENEFICIARY 2		CLIENT CODE (If known):	
LAST NAME(S):			
FIRST NAME(S):			
RELATIONSHIP:		PHONE:	
COUNTRY:		CITY:	
PREFERRED BANK BRANCH TO PICK UP THE FUNDS IN THE COUNTRY OF DESTINATION (IF UNKNOWN, STATE INSTEAD THE ADDRESS OF THE BENEFICIARY)			
IN CASE OF PAYMENT TO A BANK ACCOUNT:			
BANK NAME + ACCOUNT N°:			
IN CASE OF A BANK PAYMENTS IN BRAZIL:			
BANK NAME:		BANK BRANCH N°:	
ACCOUNT N°:		CPF N°:	



GENERAL RULES APPLICABLE TO THE HOME TRANSFER SERVICE

The funds transferred using the Home Transfer service will be paid to their designated beneficiaries in line with the conditions applied by our Payer in the country of destination of the funds. For further information on these conditions, please contact our Customer Service at: 02/227.18.20.

The Home Transfer service is provided by Moneytrans Payment Services S.A., a Belgian financial institution (registration number BE.449.356.557) under the supervision of the National Bank of Belgium (www.nbb.be).

Moneytrans Payment Services S.A. (hereinafter referred to as "Moneytrans") is in no case responsible, beyond the principal amount of the money transfer order and of the related transaction fees, for any direct, indirect, subsidiary, particular or secondary damage, which might be caused by the non-payment, the partial payment or the delayed payment of a remittance order, whether such damages were caused by the negligent behavior of its agents, its correspondent payment institutions or by any other party. Moneytrans can in any case not be held responsible for any indirect, particular or secondary damages.

In the case where the designated beneficiary of a transaction could not be paid within a reasonable delay (minimum 10 days) due to a failure of the Moneytrans service, Moneytrans will reimburse to the remitter the total amount of the transaction, fees included.

In the case where the remitter requests the cancellation of a pending order, and provided that the transaction has not been paid yet to its designated beneficiary, only the principal amount of the transfer will be reimbursed to the remitter, transaction fees excluded.

Moneytrans withholds the right to modify its service and the present conditions without any prior notice. Moneytrans or its agents may also refuse to provide their services to whomever they see unfit.

Data of a personal nature collected about the clients of the Home Transfer service will be processed and used by Moneytrans in line with the terms of the Belgian law of 9 December 1992 relating to the protection of private data and of the European Regulation on Data Protection (EU/2016/679), solely for the purposes of executing the present contract and for direct marketing.

Any formal complaint should read us via a letter sent by registered mail to:

Moneytrans Payment Services S.A.
77/01 boulevard de Waterloo
1000 Brussels

We will then reply to your complaint within 14 calendar days.

By signing this document, you mark your agreement with the above terms of use, as well as with the procedures and conditions applicable to the Home Transfer service. If you do not accept these, you must refrain from use our services.

Date :

Signature (preceded by the mention « read and approved »):

COMPLIANCE FORMS (SENDING)

- The Law of 18 September 2017 relating to the fight against money laundering and the financing of terrorism requires us to understand the nature and purpose of our Clients' financial operations;
- We therefore kindly ask you to complete this form with all the information requested about your personal situation and the purpose of your transfers via Moneytrans;
- We will treat the information you provide us as strictly confidential, in line with the Law of 8 December 1992 relating to the protection of privacy.

SECTIONS TO COMPLETE BY THE MONEYTRANS OPERATOR:

TRANSACTION CODE:

CUMULATED AMOUNT (per month or other period):

SECTIONS TO COMPLETE BY THE CUSTOMER (IN CAPITAL LETTERS)

TRANSACTION DATE:

AMOUNT (EUR):

NAME (S):

SURNAMES (S):

PROFESSIONAL OCCUPATION:

EMPLOYER NAME:

SOURCE OF
FOUNDS:

Salary Savings Bank Loan Property Selling Unemployment Benefits

Others: (to specify).....

RELATIONSHIP WITH THE BENEFICIARY ABROAD

The funds will be used in the country
of destination for the following purpose(s):

I declare that the information disclosed above is accurate and complete,

DATE	SIGNATURE OF THE CLIENT
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This Form is not valid for fund transfers to the Philippines (NYBR) nor for the payout destinations of Choice Money Transfer and More Money Transfers -Please use the relevant Partner Compliance Forms



Moneytrans

02/227 18 20
www.moneytrans.es