

# International Money Transfer Service Manual

## Operation Guidebook

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### SEVEN BANK International Money Transfer Service App

A series of convenient functions such as free outbound call to our English-speaking staff in a push of a button.

#### How to Download

“sevenbank” can be searched and downloaded from **App Store** / **Google Play**.

For details of this app, please confirm at <http://www.sevenbank.co.jp/soukin/en/app/>



Inquiries / Customer Center (English)

 **0120-033-253** (Toll Free)

Service Hours: 10:00 to 20:00, Sunday through Friday, excluding national holidays and the New Year (12/31 to 1/3)

[Website] <http://www.sevenbank.co.jp/soukin/en/>

# Set PIN (ATM)

Set PIN (ATM)

## Seven Bank ATMs

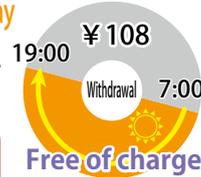
As a general rule, available 24 hours a day, 365 days a year

You can make deposits, withdrawals and domestic money transfers at any time regardless of the day of the week or hour.

Withdrawals are free of charge from 7:00 to 19:00, and deposits are free of charge 24 hours a day

There is no charge even on Saturdays, Sundays and national holidays if it is during the daytime.

\* A separate Transfer Charge is required for domestic money transfers.



Free of charge  
(Including consumption tax, etc.)

Free of charge



- Seven Bank ATMs may be unavailable during certain hours due to system maintenance work or the like.
- If the store where the ATM is installed is not open 24 hours a day, the ATM is unavailable after the store is closed even if it is during the service hours of ATMs.
- A maximum of 50 bills can be withdrawn or deposited at a time.
- The following transactions are unavailable.
  - × Transactions using a passbook
  - × Domestic money transfer with cash
  - × Processing of coins
  - × Specify deposit amount (less than the amount inserted)
  - × Exchange money



When you use a Seven Bank ATM for the first time, follow the procedure below to change your temporary PIN to a new PIN.

\* Direct Banking Service can also be used to change your PIN (See pages 6 and 7).

### Items to Have Ready

Have your cash card and "Notification of Temporary PIN" postcard ready.

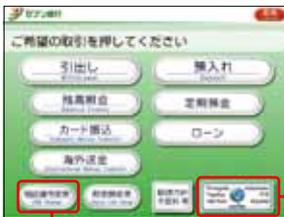
Cash card



"Notification of Temporary PIN" postcard



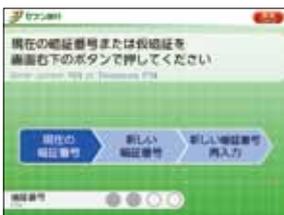
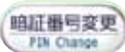
## Registration Procedure at an ATM



1 Insert your cash card and press "暗証番号変更" [PIN Change.]



First, press this multi-language button to display another language besides Japanese and English.



2 Enter your PIN in the order shown below, using the buttons to the right of the screen.

Temporary PIN\* → The new PIN you have selected (enter twice)

\* Please see your "Notification of Temporary PIN" postcard.



The same 4 digits (such as "0000" or "9999"), your date of birth (such as the 4 digits from the day and month) and your registered telephone number cannot be registered for your PIN.



3 You have changed your PIN.  
You can use the new PIN from the next time.



You can also see how to set your PIN at an ATM from the International Money Transfer App!

How to install the app

Search for "sevenbank" in the App Store / Google Play.

After downloading the app, you can view the details in the video support.

Available in 9 languages

The screen might change.

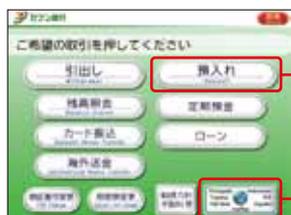
# Procedure at ATM

## Deposit

**!** Your ordinary deposit balance must be more than the expected amount and transfer fee in order to carry out an international money transfer.

### Step 1 Start depositing

Insert your cash card and press “預入れ” [Deposit.]



**1** Press “預入れ” [Deposit.]

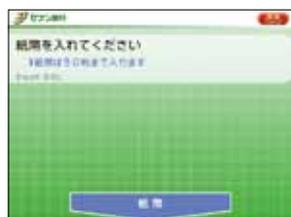


**!** First, press this multi-language button to display another language besides Japanese and English.



### Step 2 Insert bills

Insert bills into the slot.



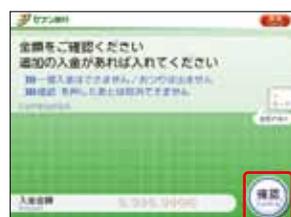
**1** Insert bills.



**2** Wait until the “Now counting” screen changes.

### Step 3 Confirm the deposit amount

Confirm the amount and press “確認” [Confirm.] If you want to deposit an additional amount, insert bills.

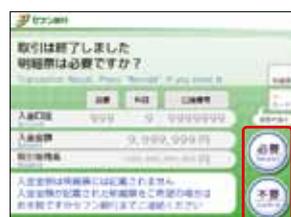


**1** Press “確認” [Confirm.]



### Step 4 Complete the procedure

Press “必要” [Receipt] if you need a statement. Press “不要” [Confirm] if you do not need it. Take your cash card and the statement (if you pressed “必要” [Receipt]).



**1** Press either one of the buttons.

If you **need** a statement



If you do **not need** a statement



**2** Take your cash card and the statement (if you pressed “必要” [Receipt]).

The screen might change.

# Procedure at ATM

## International Money Transfer

 ATM service is not available if your PIN has not been set (See page 2)

### Step 1 Start an international money transfer

Insert your cash card and press “海外送金” [International Money Transfer.]



1 Press “海外送金” [International Money Transfer.]

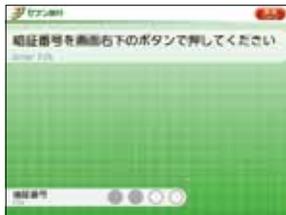


 First, press this multi-language button to display another language besides Japanese and English.



### Step 2 Enter your PIN and the amount

Use the buttons to the right of the screen to enter your PIN and the amount to transfer (in Yen).



1 Enter your PIN using the numeric keys.

2 Enter an amount to transfer (in Yen) using the numeric keys and press the  (Yen) button.

 Do not include the transfer fee.

3 Confirm the amount and press “確認” [Confirm.]

### Step 3 Select a receiver

Select a receiver from the “list of registered receivers.”



1 Press the number of the receiver you selected.

2 Press “確認” [Confirm.]

 Check “Cash at an Agent Location” and “Deposit into a Bank Account.”



\* Press this to display other receivers.

### Step 4 Select a purpose

Select a purpose of the money transfer.



1 Press a purpose of the money transfer.

Migrant Remittance 郷里送金	Tuition Fee 学費
Medical Fee 医療費	Living Expense/Rent 現地滞在費用
Travel Expense 旅費	Gift ギフト

\* If you have selected a reason that differs from the already-stated reason when requesting money to be sent overseas, Seven Bank may check the transaction details.

The screen might change.

## Step 5 Request a money transfer

Confirm the details of the money transfer and transfer the money.



1 Press “確認” [Confirm] to transfer the money.



## Step 6 Complete the money transfer process

Be sure to take a statement after the money transfer process is completed.



1 Please confirm your transfer details, including the Money Transfer Control Number (MTCN) and the Test Question and Answer printed on the statement.



The Test Question and Answer will be displayed only if it is required when the money transferred is received.



Be sure to keep your statement in a safe location because you may need it for filing your income tax return.



A separate service charge is required for reissuing a statement.

## Step 7 Contact the receiver

Please notify your intended receiver of your transfer details, including the Money Transfer Control Number (MTCN) and the Test Question and Answer, since these transfer details are required for receiving the money transfer.



- Please handle your transfer details with care, including the Money Transfer Control Number (MTCN) and the Test Question and Answer.
- Please do not give your transfer details to anyone other than the intended receiver.
- Seven Bank will not be liable for any damages arising from the use of the Money Transfer Control Number (MTCN) or the Test Question and/or Answer by any third party other than you or the intended receiver.

(Important note for receiving funds)

○ Depending on the receiver's country, (1) the conversion from Japanese Yen to the foreign currency designated by the customer may be made at the time of payment to the receiver, at the time of the deposit into the receiver's bank account or any other time using the foreign exchange rate prescribed by Seven Bank, (2) duty/commission may be applied when paying the money transfer or when depositing into the receiver's bank account, or (3) the "exchange rate" or "amount to be received" as shown on the transaction page may differ from the actual figures for reasons such as the received currency having been converted to other currencies at the time of payment to the receiver, at the time of the deposit into the receiver's bank account or any other time using the foreign exchange rate prescribed by Seven Bank, etc.

(Important note to "Cash at an Agent Location")

- Your money transfer can be received only during business hours at payment centers of (sub-) agents, etc. affiliated with the alliance partner (group companies of The Western Union Company).
- Your money transfer will be received at a payment center located in the receiver's country that you designate (or specified state and city thereof), and as a general rule, in cash in the receiving currency that you designate.
- Money transfers received by Seven Bank will be paid only within the scope of limitations due to restrictions of trade by Western Union and your designated payment center. Therefore, even if Seven Bank has received a money transfer, it may be impossible for the transfer to be received at some or all of the payment centers located in the receiver's country that you designate. The aforementioned restrictions include receiving currency restrictions related to payment credit limit, payment frequency, handling classification and handling quantity, restrictions on the recipient's age (restrictions on receipt by individuals under a certain age, etc.), and requirements concerning address and residence, etc., as well as legal restrictions in the receiver's country, etc.
- Receipt requires presentation of transfer details as well as procedures such as presentation and supply of documents and information from the designated payment center.

(Important note to "Deposit into a Bank Account")

○ "Deposit into a Bank Account" as a way to receive funds in China

A deposit procedure is required when making your first deposit into the designated account of the receiver's bank. Therefore, be sure to have the registered receiver call the China Hotline (Western Union) within 3 business days (which includes the transfer date) at the receiver's bank.

China Hotline: 800-820-8050 (Toll free) or 021-6866-4622 (A fee will be charged) Service hours: 8:00-20:00 (every day)

When using this service, please confirm the above in advance by contacting the Western Union Call Center (0034-800-400-733).

The screen might change.

# Direct Banking Service

(when registering from your computer)

## Register for Service

### Step 1 Start "Register for Service"

Access the Seven Bank website and click on the "Register for Direct Banking Service" button.



- 1 Click on the "Register for Direct Banking Service" button.



Seven Bank Website

<http://www.sevenbank.co.jp/english/>

### Step 2 First Logon / Register for Direct Banking Service

Enter your branch number, account number and customer ID for verification.



- 1 Enter the following items (in half-size alphanumeric characters).

- **Branch number and account number**

Enter the branch number (3 alphanumeric characters) and account number (7 alphanumeric characters) that are printed on the front of the cash card.

- **Customer ID**

Enter your Customer ID (7 alphanumeric characters) printed on the back of the cash card.

- **Telephone number**

Enter the telephone number for your home phone or mobile phone that you registered in your application.

- **Image authentication**

For security, enter the same characters that are displayed in the image.

- 2 Click on the "Register for Direct Banking Service" button after entry.

ご利用開始登録

### Step 3 Set a logon ID, password and other items

Set a logon ID, password and other items.



- 1 Enter the following registration information (enter all half-size alphanumeric characters).

- **Logon ID**

Be sure to enter a logon ID that is between 6 and 32 characters long, comprised of alphanumeric characters (A logon ID with only numerical characters cannot be set). Press "Confirm Unused Logon ID" below to confirm that the logon ID is not being used.

\* Please avoid using a combination of numbers and letters that can easily be guessed by others.

- **Logon password**

Be sure to enter a logon password that is between 6 and 32 characters long, comprised of alphanumeric characters (A logon password with only numerical characters cannot be set).

\* Please avoid using a combination of numbers and letters that can easily be guessed by others.

- **Temporary PIN**

Enter your temporary PIN (4 alphanumeric characters) printed on the "Notification of Temporary PIN" postcard.

- **PIN**

Enter your new 4 digit number for the cash card PIN after changing it.



The same 4 digits (such as "0000" or "9999"), your date of birth (such as the 4 digits from the day and month) and your registered telephone number cannot be registered for your PIN.

- **Date of birth**

Enter your date of birth.

- **Confirmation number**

Enter the corresponding numbers, printed on the back of your cash card.



"Notification of Temporary PIN" postcard

- 2 Click on the "Confirm Receipt of Email" button after entry.

The screen might change.

## Step 4 Email address confirmation

Have an email sent to confirm your address.



- 1 Enter your email address.
- 2 Select whether to receive the email in HTML format.
- 3 Click on the "Send Confirmation Email."

確認用メールを送信する

## Step 5 Set transfer limit(Domestic money transfer)

Set the transfer limit per day. The limit can be set for an amount between 0 and 10 million Yen (in units of 10,000 Yen).



- 1 Enter the transfer limit.
- 2 Click on the "Entry Confirmation" button.

入力内容確認へ



- 3 Confirm the information.
- 4 If the setting is correct, tick the check box "I have confirmed the information entered."
- 5 Click on "Check Above and Save"

上記内容で保存する

## Logon procedure after 1st logon (when logging on from your computer)



- 1 Access the Seven Bank website and click the "Logon" button.

Seven Bank Website

<http://www.sevenbank.co.jp/english/>



- 2 Enter the logon ID and logon password, that were set in Step 3 (page 6), and click on "Logon."



- 3 The customer's home screen for Internet Banking is displayed.

# Direct Banking Service

(when registering from your computer)

## International Money Transfer Service



If using Internet Banking for the first time, complete the Register for Service procedure (see pages 6 and 7).

### Step 1 Logon to Direct Banking Service

Access the Seven Bank website and click the "Logon" button. Next, enter your logon ID and logon password to logon.



1 Click the "Logon" button.

ダイレクトバンキング  
ログイン

Seven Bank Website

<http://www.sevenbank.co.jp/english/>

### Step 2 Start money transfer process

Select the "International Money Transfer" menu from the home screen to start the procedure.



1 Click the "International Money Transfer" button.

海外送金

### Step 3 Select a receiver

Select a receiver from an available registered "Receiver."



1 Select the receiver and click on "Transfer Money."

送金する

⚠ Check "Receiver of Cash Funds" and "Receiver of Account Deposit."

### Step 4 Confirm precautions

Confirm the precautions for the international money transfer.



1 Click on "Agree with Content Noted Above" after confirming the Agreement.

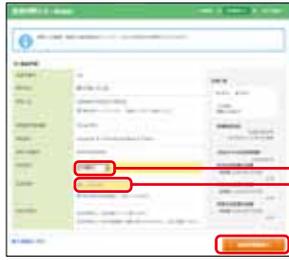
2 Click on "Enter Transfer Details."

送金内容を入力する

The screen might change.

## Step 5 Enter transfer details

Select the purpose of the money transfer. Enter the amount to transfer (in Yen).



1 Select a purpose of the money transfer.

\* If you have selected a reason that differs from the already-stated reason when requesting money to be sent overseas, Seven Bank may check the transaction details.

2 Enter the amount to transfer (in Yen).

⚠ Do not include the transfer fee.

3 Click on the "To Transfer Details Confirmation" button.

送金内容確認へ

## Step 6 Confirm transfer details

Confirm the transfer details and agreements. Enter the "confirmation number" printed on the back of the cash card.



1 Confirm the transfer details.

2 Enter the confirmation number printed on the back of the cash card.

3 Click on the "Check and Transfer Money."

上記内容で送金する

## Step 7 Complete the transfer process

Confirm your transfer details, including the Money Transfer Control Number (MTCN) and the Test Question and Answer.



1 Confirm the Money Transfer Control Number (MTCN) and other items.

⚠ The Test Question and Answer will be displayed only if it is required when the money transferred is received.

## Step 8 Contact the receiver

⚠ Please refer to step 7 of Procedure at ATM (International Money Transfer) on page 5 about contacting the receiver.

# Register a Receiver for an International Money Transfer

Use one of the following ways to register a receiver for an international money transfer.

## A Apply via Direct Banking Service

Approximately 2 to 3 business days\*

The application process for registering a receiver for an International Money Transfer can be completed directly via Direct Banking Service. You can apply 24 hours a day, 365 days a year.

\* If internal processing falls on a Seven Bank holiday, etc., it may take more time to process your request.

## B Telephone application (written request)

Approximately 8 business days after the application is returned

The customer calls the Customer Center and is sent an Application form to register a receiver for an international money transfer. Fill out the prescribed items in the Application form mailed by Seven Bank, enclose the required documents in the return envelope and mail it back.

\* If internal processing falls on a Seven Bank holiday, etc., it may take more time to process your request.

Customer Center (English)

 **0120-033-253** (Toll Free)

Service Hours ▶ 10:00 to 20:00, Sunday through Friday, excluding national holidays and the New Year (12/31 to 1/3)

## A Apply via Direct Banking Service (when using a computer)

### Step 1 Starting the procedure to register a receiver for an international money transfer

Select the "International Money Transfer" menu on the top page of Direct Banking Service, and select "Add New Receiver."



**1** Click on "Add New Receiver."

新たに受取人を追加する

 Check "Receiver of Cash Funds" and "Receiver of Account Deposit."

**2** If you consent to the agreement for registering a receiver to the International Money Transfer Service, then click on the "To Receiver's Details Entry."

The screen might change.

## Step 2 Enter the receiver's details

Enter the details for the receiver to be registered. Use the alphabet when entering, unless otherwise specified.



- 1 Select a way to receive.
- 2 Select the receiver's country (country, state and city). Please note that this is different from the country, state and city in the receiver's address.  
\* Please make sure to select a "state" and "city" when the receiver's country is the US and Mexico.
- 3 Enter the name of the receiver.
- 4 Enter the address of the receiver.
- 5 Enter the telephone number of the receiver.
- 6 Enter your relationship to the receiver.
- 7 Select the bank name and enter the account number when registering a transfer for a receiver in the Philippines or China.  

**⚠** Make sure to check the account number before entering it because the account holder is not matched against the name of the receiver particularly when depositing into an account in the Philippines.
- 8 Select the currency.
- 9 Select a purpose of the money transfer. You can select multiple purposes.  
\* If you select a purpose that is different from above in your request for an International Money Transfer, Seven Bank may check the transaction details.
- 10 Enter the details of the purpose.  
\* If you select multiple purposes, enter the details for each of the selected purposes.
- 11 Select the expected frequency.  
\* If you select multiple purposes, select the expected frequency for each selected purpose.
- 12 Enter the expected amount per transaction. The transfer limit per transaction is 1 million Yen, and the transfer limit per year is 3 million Yen.  
\* If you select multiple purposes, select the amount to transfer for each selected purpose.
- 13 Click on the "To Entry Confirmation" button after entry.

## Step 3 Receiver registration process completed



受付番号 15031600009

- 1 After confirming the details, enter the confirmation number printed on the back of your cash card, and then click on the "Check Above and Register."
- 2 Be sure copy down the request reference number because it will be needed for inquiries.

## Step 4 Receiver registration process completed

The "Notification of Completion of Registration for International Money Transfer" postcard will be sent to your registered address from Seven Bank.

The screen might change.



株式会社

**セブン銀行**

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The screens and specifications on this guide were updated on March 16, 2015.

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