



WorldRemit

App User Guide

Send money to the Philippines within minutes.

How to use the WorldRemit app for the first time

The WorldRemit app is available to install on Android and I-phone devices

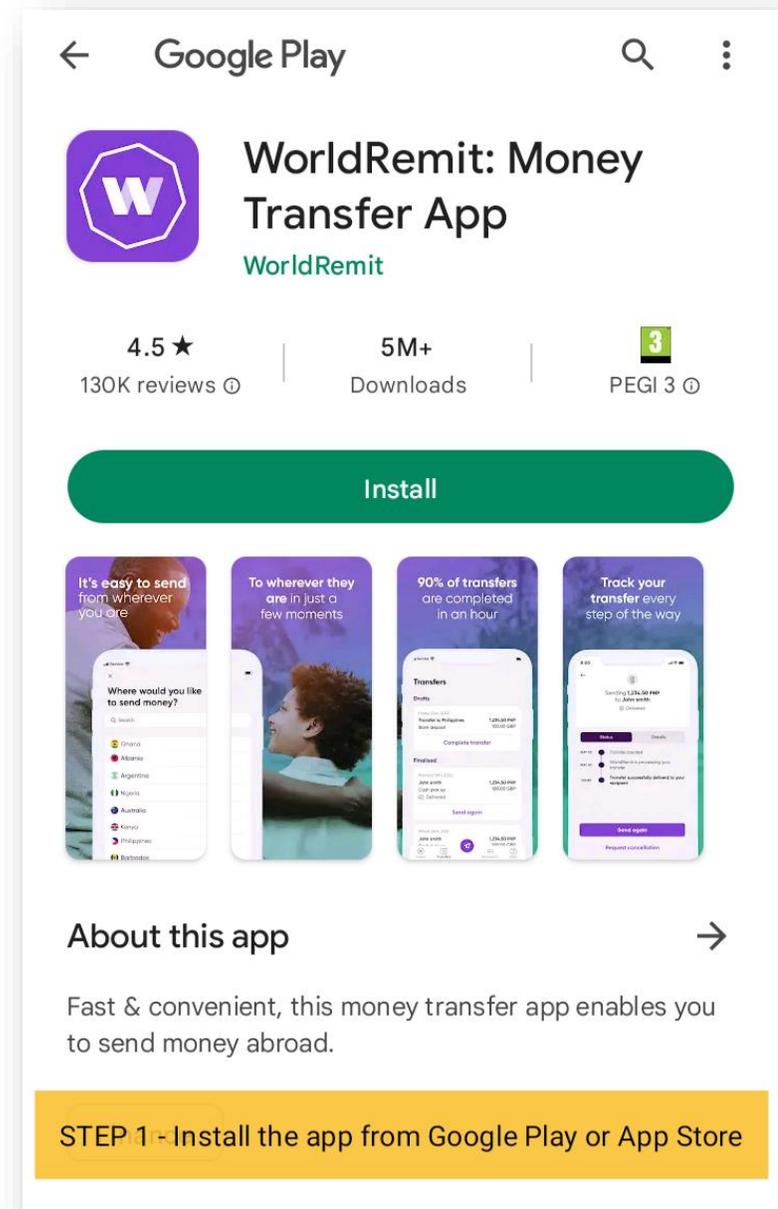
STEP 1: Search WorldRemit on Google Play or App Store and click INSTALL



To download the app, follow the link below

<https://worldremit.onelink.me/ernM/6349a6bc>

Or sign up online at www.worldremit.com



How to use the WorldRemit app for the first time

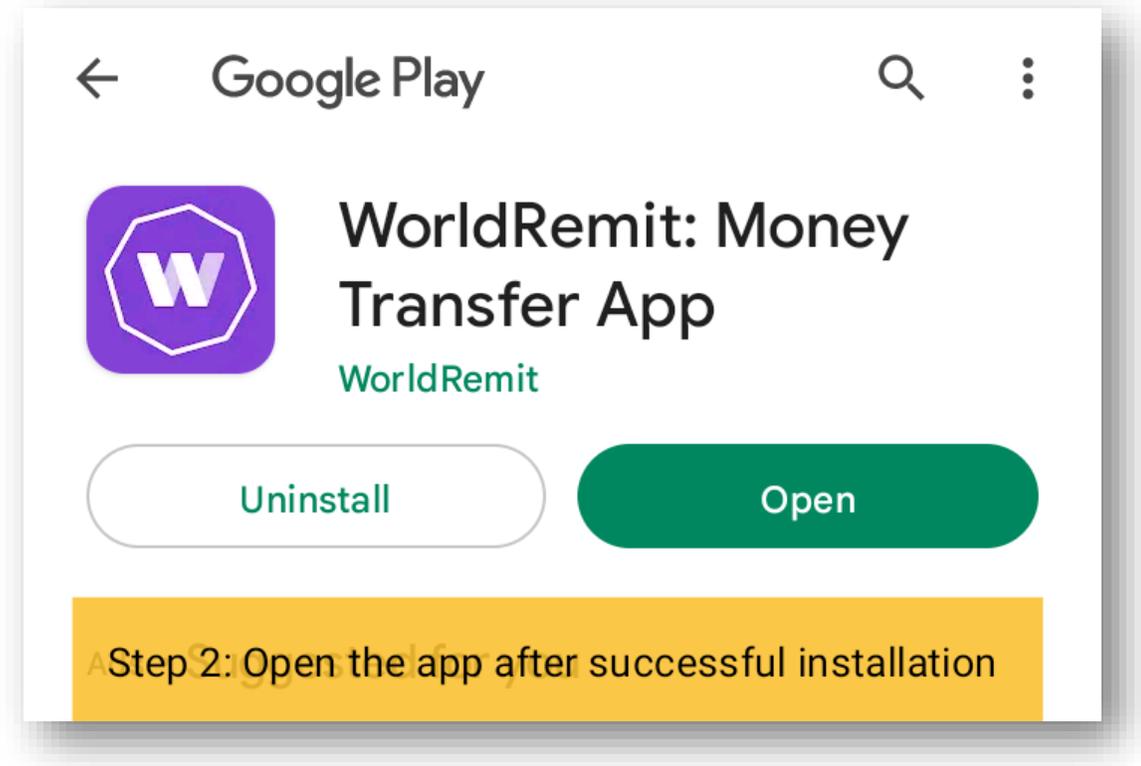
The WorldRemit app is available to install on Android and I-phone devices

STEP 2: OPEN the app after successful installation.



To download the app, follow the link below

<https://worldremit.onelink.me/ernM/6349a6bc>



WorldRemit Privacy Statement

STEP 3: Select I ACCEPT to agree to the privacy statement and continue with the sign up process.

Click Manage Preferences to review the information about data usage, cookies and analytics.



We care about your privacy

We use tracker cookies to analyse online browsing data that allows us to operate and improve our services. We require your consent to use your non-personal and personal data to communicate with you, to provide app features & notifications, and to personalise your app experience. You can review information regarding data usage and manage your preferences by clicking on "Manage Preferences". By clicking on "I Accept" you agree to the use of trackers and your personal data.

Step 3: Accept the privacy statement or edit preferences

I Accept

Reject All

[Manage preferences](#)

Step 5: create your account

Enter the Sender's details such as

- country of residence
- email address
- Create a valid password (min 8 chars alpha-numeric)
- Click SIGN UP to continue

Apply referral code (optional)

Step 5: Enter email address and password > click Sign Up

Create your account

Country of residence

 United Kingdom



Email address

juandelacruz@gmail.com

Password

Show

Your password must have:

- Minimum 8 characters
- 1 upper case letter [A-Z]
- 1 lower case letter [a-z]
- 1 numeric character [0-9]

 [Apply referral code](#)

I don't wish to receive information about WorldRemit's products and special offers.

By submitting this form, you accept WorldRemit's [Terms and Conditions](#) and [Privacy Policy](#).

Sign up

Step 6: create a 4-digit numeric PIN code

A PIN code allows the user to conveniently open the app without the hassle of entering an email and password when logging in.

Tip: A secure PIN has personal significance and easy to remember but hard to guess.

Create a PIN code

Step 6: Create a 4-digit numeric PIN code.

— — — —

1	2	3
4	5	6
7	8	9
	0	⌫

Re-enter PIN code

Confirm the code you have chosen.

— — — —

Re-enter the code to confirm

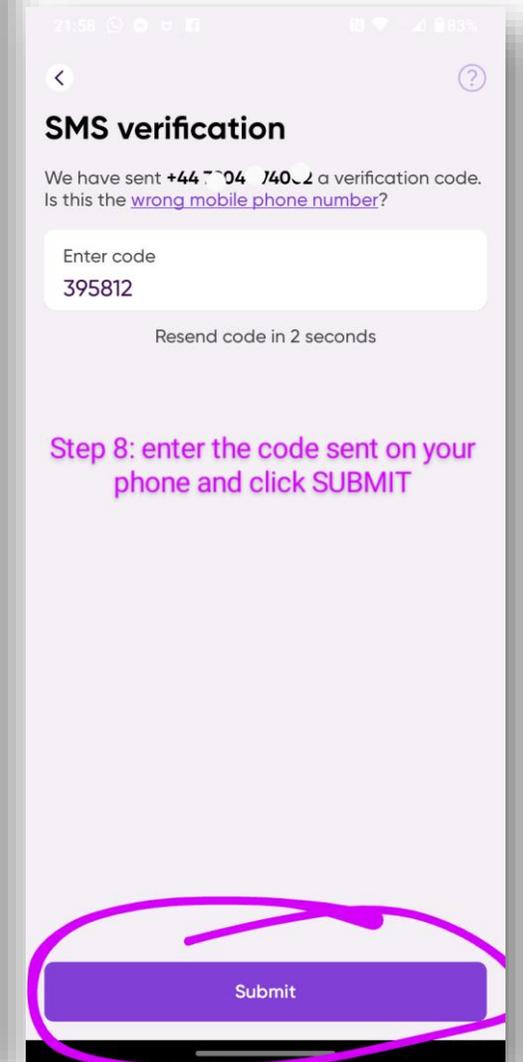
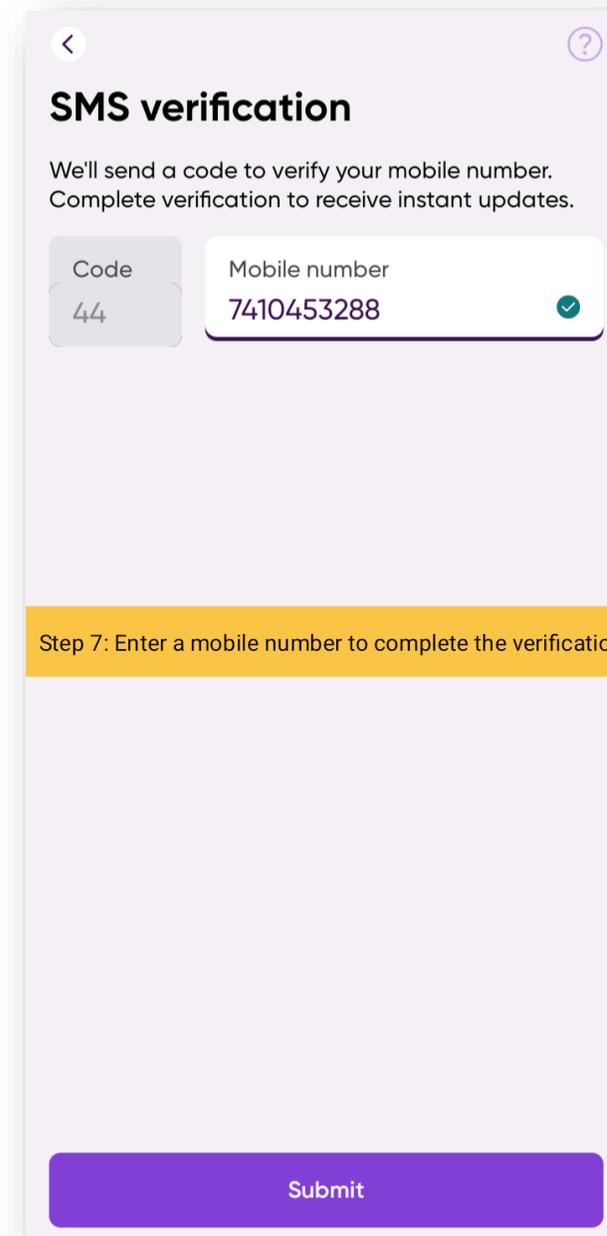
1	2	3
4	5	6
7	8	9
	0	⌫

Step 7: verify your mobile number

Step 7 - Enter a valid UK mobile number to receive the verification code.

Step 8 - Enter the code sent on your phone and click SUBMIT

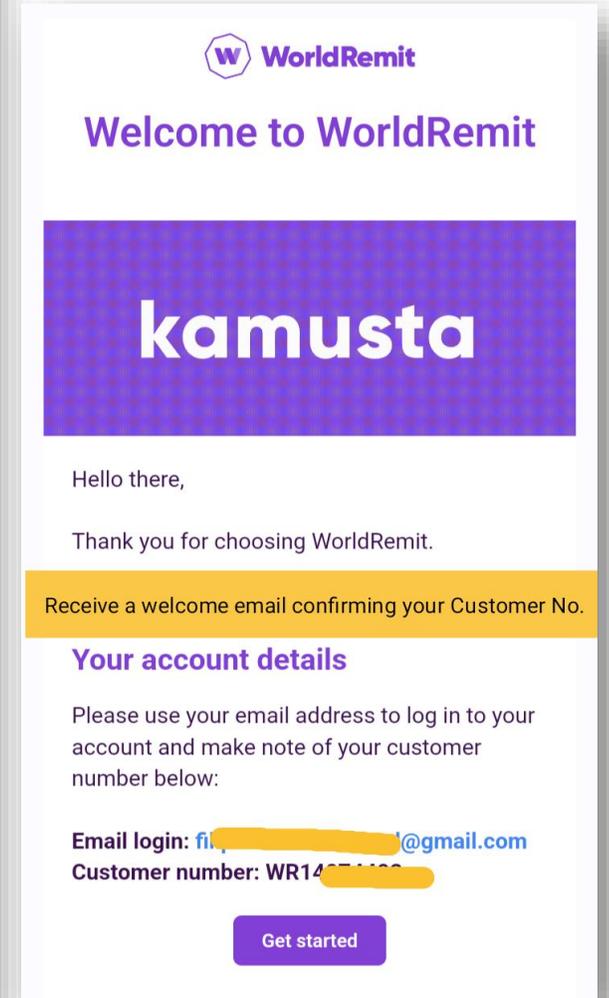
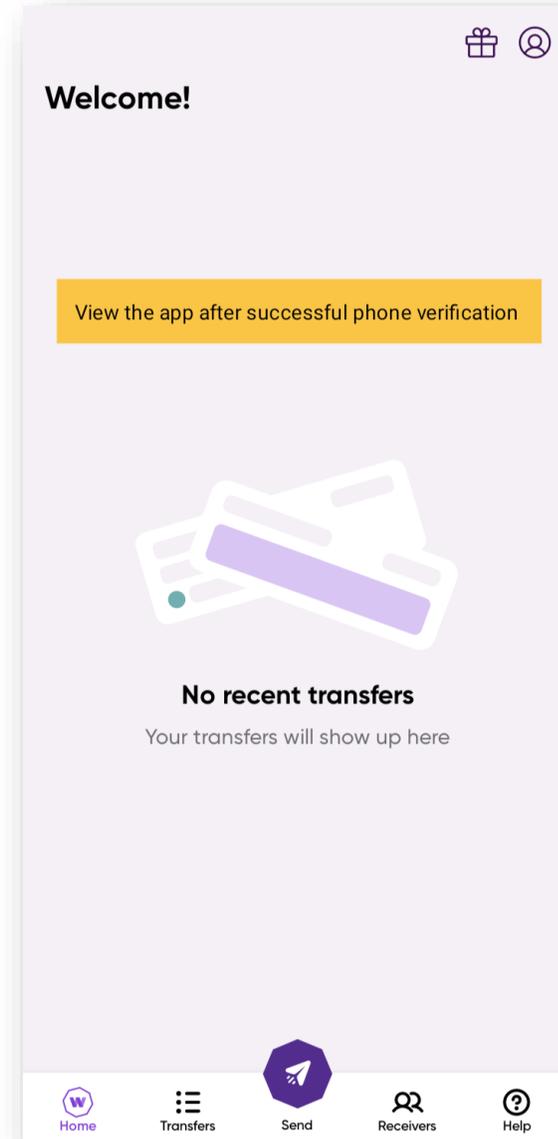
Important: Enter a mobile number that is not associated with a previous WorldRemit account.



Welcome to WorldRemit!

Congratulations for successfully creating a WorldRemit account.

Check your email for the confirmation.

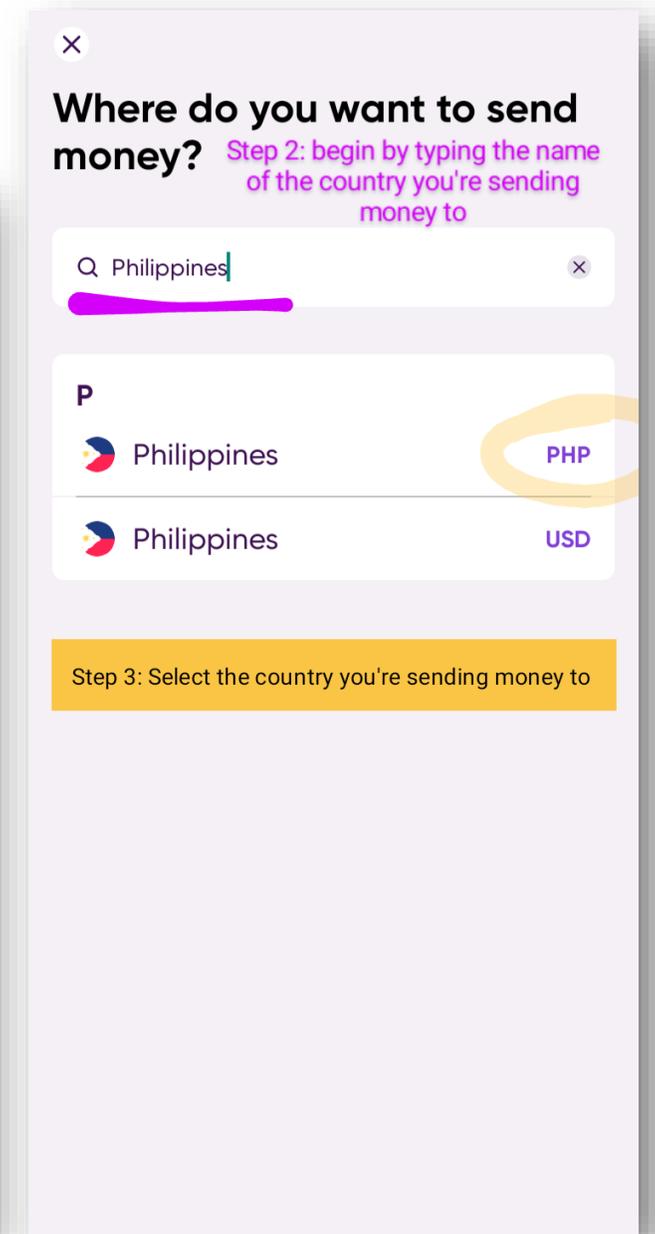
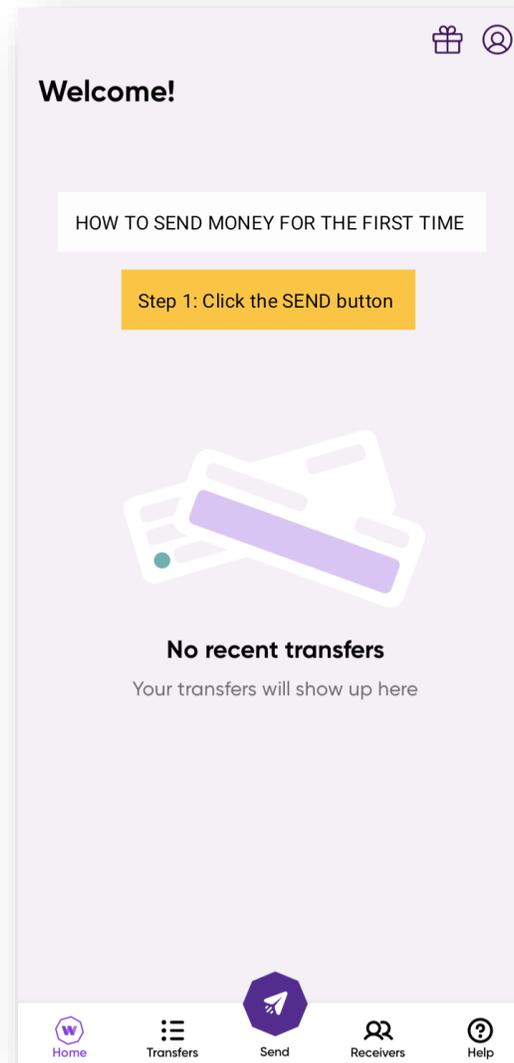


How to send money for the first time

Step 1 : Click the SEND button at the bottom of the app.

Step 2: Choose Philippines as your receive country

Step 3: Confirm the currency of your choice.

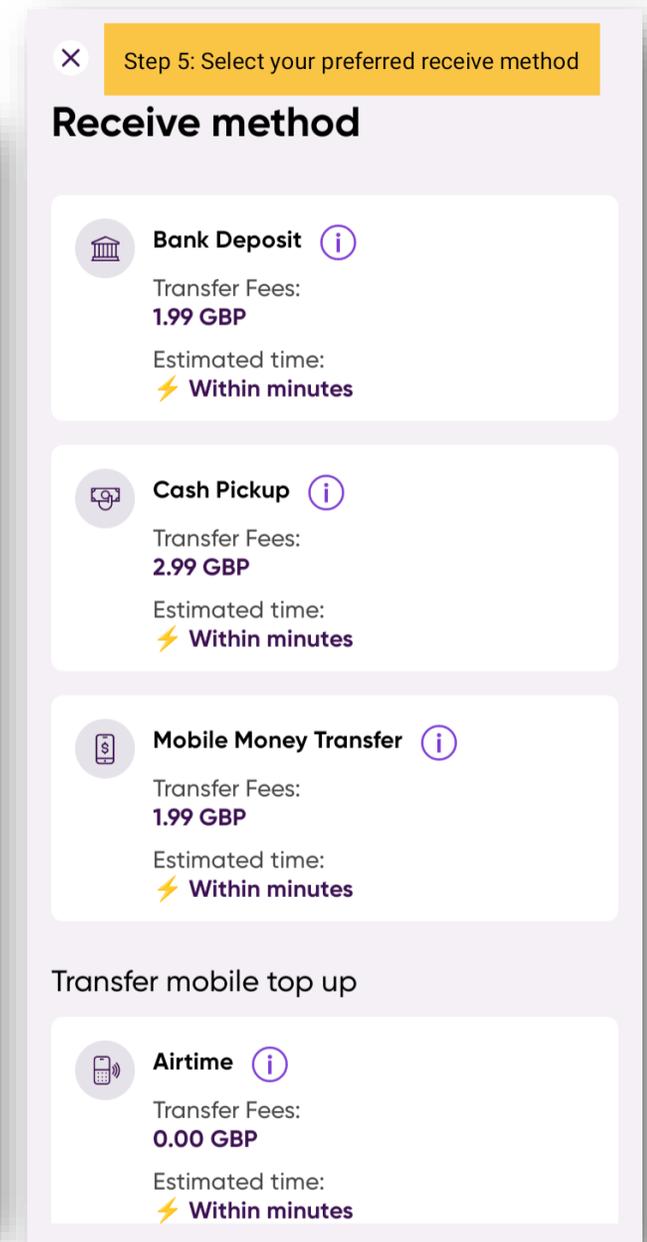
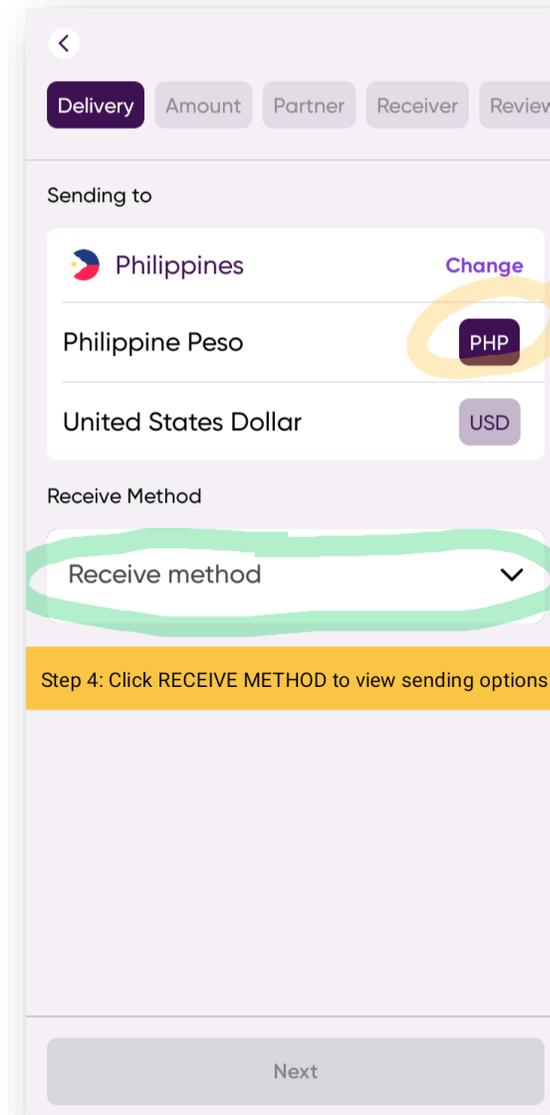


Delivery

Step 4 - Click RECEIVE METHOD to view the different ways of receiving money in the Philippines.

Step 5 - Choose the easiest way for your recipient to receive the money.

- Bank deposit - send money straight to their bank account
- Cash Pickup - send money to over 24,000 for cash pickup locations across the Philippines
- Mobile money - send money instantly to their mobile wallet such as Gcash and PayMaya
- Airtime - send a mobile load/top up right away



Amount

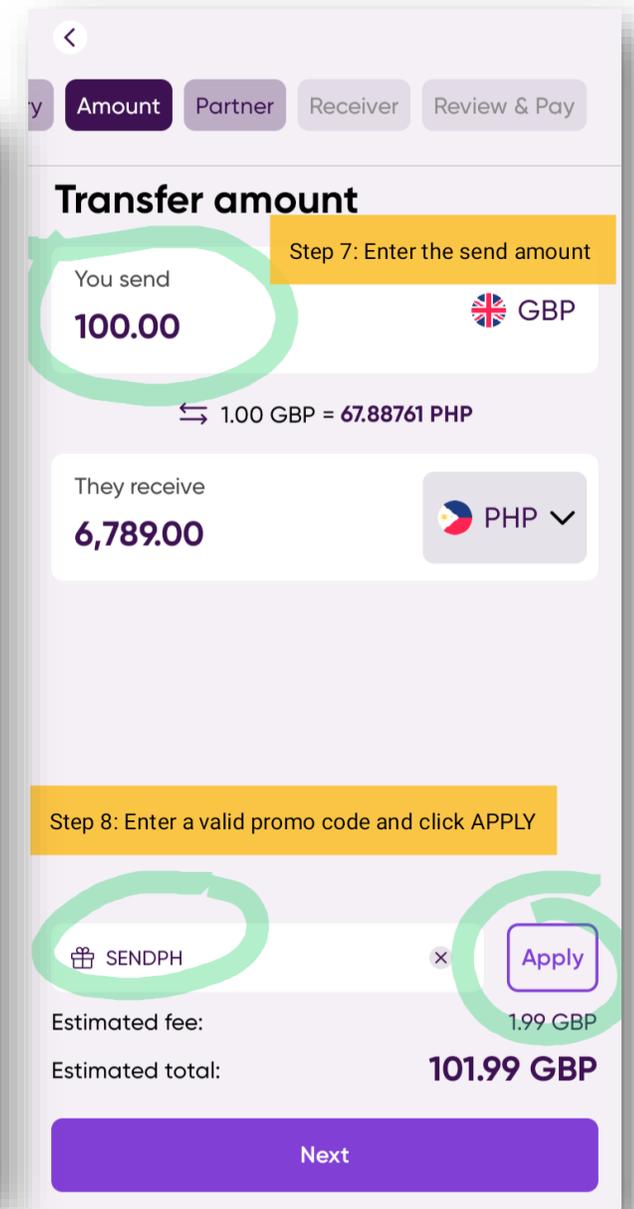
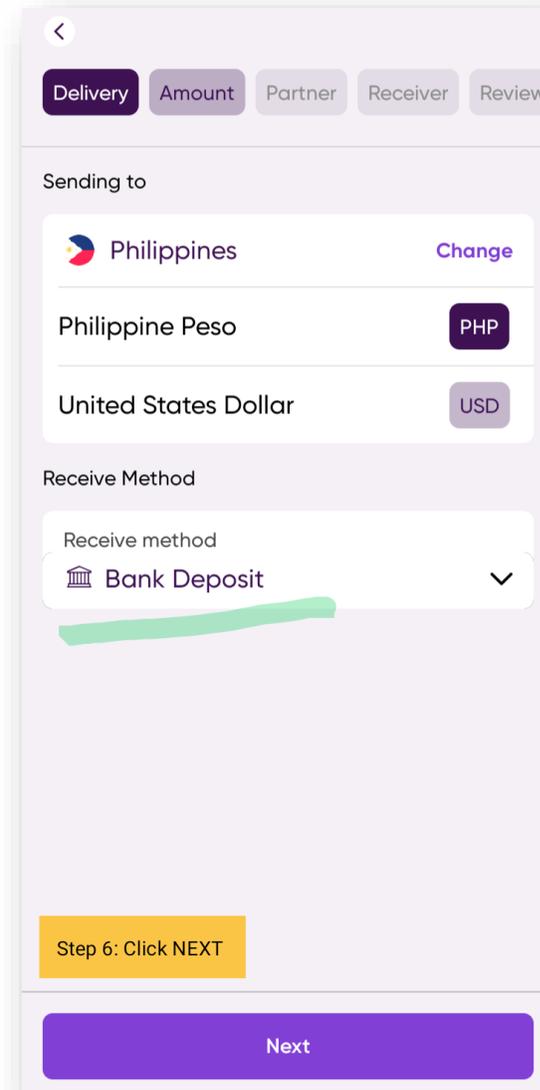
Step 6 – After selecting your preferred delivery method, click NEXT to continue.

Step 7 – Enter the send amount in GBP (£) to view the equivalent amount in PHP.

Step 8 – Enter a valid promo code and click APPLY to enjoy up to three (3) zero-fee transfers.

Sample promo code: *SENDPH, PINAS3, 3JBEE*

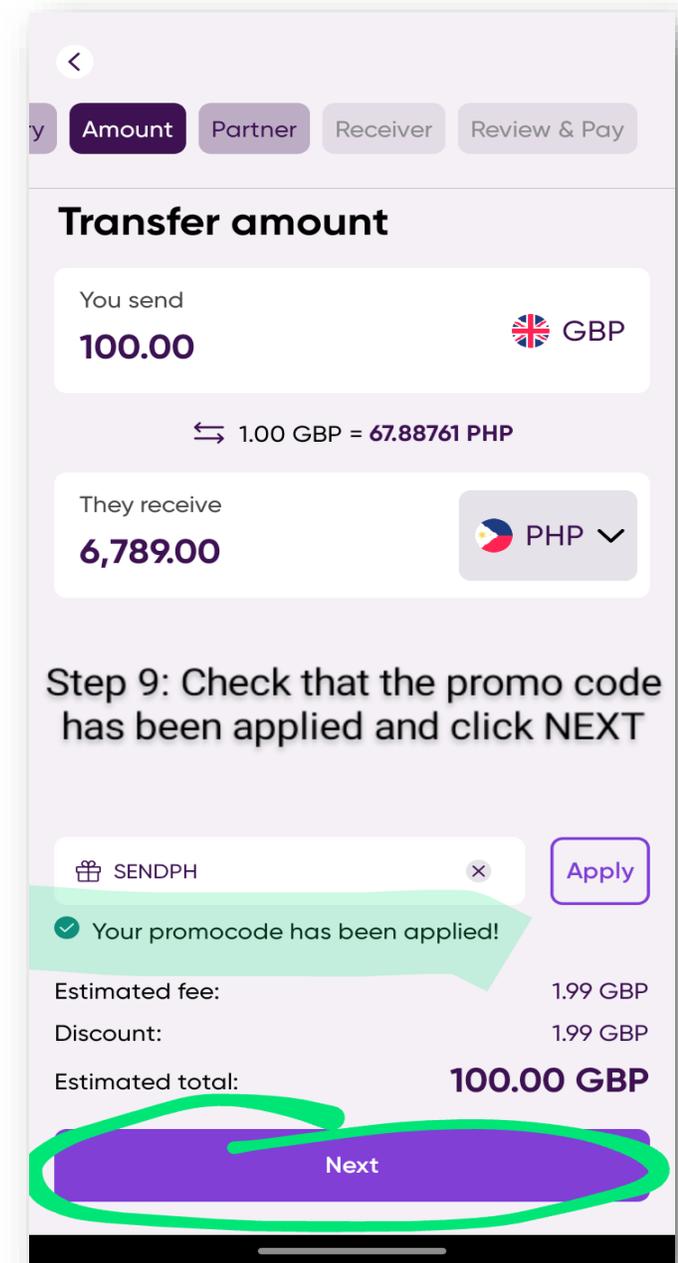
Click NEXT to continue..



Amount

Step 9 – Check that the promo code and service fee discount has been applied.

Click NEXT to continue..



Partner

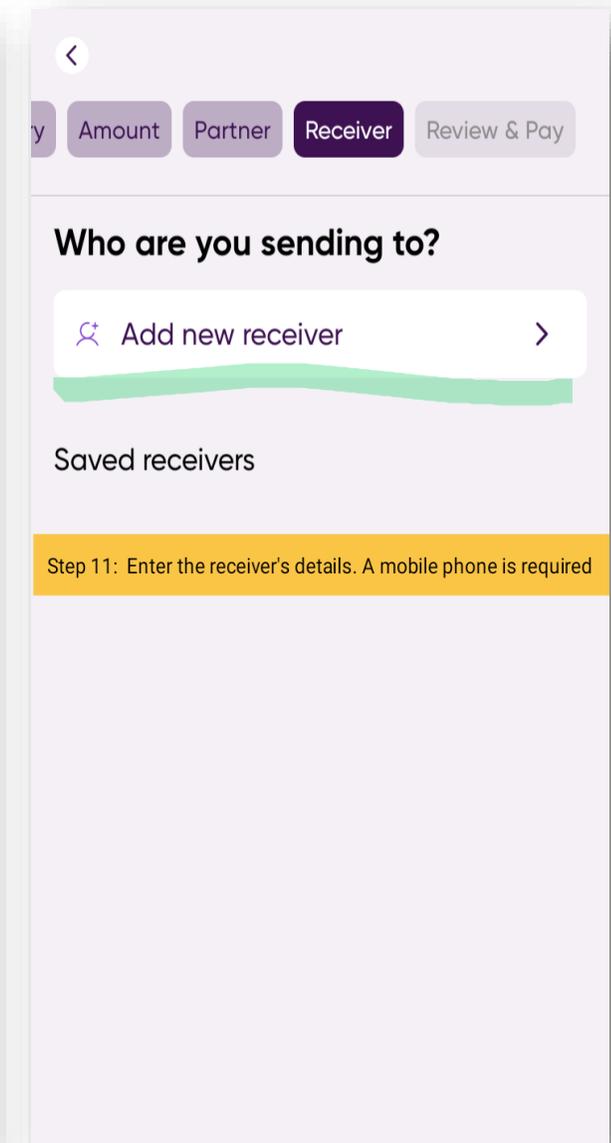
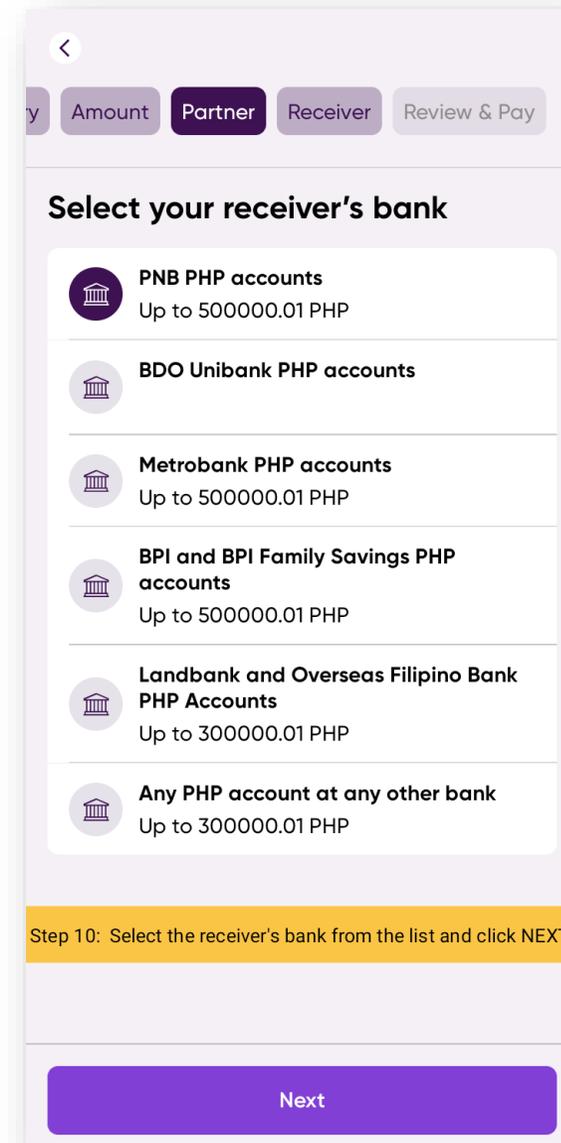
Step 10 – Select the receiver’s bank from the list and click NEXT to continue..

FOR BANK DEPOSIT - ensure that the send amount does not exceed the maximum limit set by the bank.

FOR CASH PICKUP - ensure that the receiver’s full name matches the name stated on his/her valid ID

FOR MOBILE MONEY - ensure that the receiver can receive money from any of these methods: Gcash, PayMaya, Coins.ph, GrabPay or Shopee

Step 11 – Select Add New receiver



Receiver

Step 12 – Complete all the required fields of the receiver

- ✓ Full Name
- ✓ Bank Account details
- ✓ PH Address – street, town/city
- ✓ Contact details – **Receiver's Philippine mobile number is required for notification**
- ✓ Reason for sending

Step 13 – Ensure that the receiver details are correct and click CONFIRM

Step 12: Complete the required fields of the receiver

Name Required >

First name !

Middle name

Last name !

Bank Account Details Required >

Bank Name !

Branch Name !

Account number !

Address Required >

Address Line 1 !

City/Town !

Contact Details Required >

Email Address

Mobile Number (for SMS updates) !

Confirm

Step 13: Check that the details are correct and click CONFIRM

Name Change >

First name Donna

Middle name

Last name Cruz

Bank Account Details Change >

Bank Name Banco De Oro

Branch Name All Branches

Branch Code BDO

Account number 12568903

Address Change >

Address Line 1 Zone 4 Brgy Fatima

City/Town Makati

Contact Details Change >

Email Address

Mobile Number (for SMS updates) 915369857

Reason for sending Change >

Reason for Sending Family or friend support

Confirm

Review & Pay

Step 14 – Select how you would like to pay for the transfer

2 WAYS TO PAY

1. *Bank Transfer – transfer the money to WorldRemit account (account details will be shown in the app)*
2. *Debit/Credit Card (recommended) – quickly pay for transfer by entering your card details.*

Step 15 – Select GET STARTED to complete your profile and verify your identity before you could send money. You will only do this ONCE.

Step 14: Select a method of paying for your remittance bill

Pay with

Select payment method

Receiver's details [Edit](#)

First name	Donna
Middle name	
Last name	Cruz
Bank Name	Banco De Oro
Branch Name	All Branches
Branch Code	BDO
Account number	12568903
Address Line 1	Zone 4 Brgy Fatima
City/Town	Makati
Email Address	
Mobile Number (for SMS updates)	915369857
Reason for Sending	Family or friend support

Pay

Step 15: Select GET STARTED to complete your profile. This is only done once.

Bank BDO Unibank PHP accounts

Transfer details [Edit Amount](#)

Sending	100.00 GBP
Receiver gets	6,788.67 PHP
Exchange Rate	1 GBP = 67.88666 PHP
Transfer Fees	1.99 GBP
Estimated time	⚡ Within minutes
Discount	1.99 GBP
Total to pay	100.00 GBP

SENDPH [Apply](#)

✔ Your promocode has been applied!

Complete your profile to send money

⚠ We need some details to verify your identity before you send your first transfer.

[Get started](#)

Pay

Complete your profile

Step 16 – Complete your UK customer profile by entering the required fields

Review your details and click **DONE** to continue.

23:09 78%

Complete your profile

Step 16: Complete your CUSTOMER profile

Name Required >

First name !

Middle name

Last name !

Address Required >

Flat/Unit No.

Building No./Name !

Street !

City/Town !

Suburb

Region

Postcode !

Personal Details Required >

Date of birth !

Country of Birth

Gender !

Done

Complete your profile

Name Change >

First name Juan

Middle name

Last name Dela Cruz

Address Change >

Flat/Unit No.

Building No./Name 176

Street Longbridge Lane

City/Town Birmingham

Suburb

Region

Postcode B31 4JT

Personal Details Change >

Date of birth

Country of Birth Philippines

Gender Male

Check that the sender details are correct and click DONE

Done

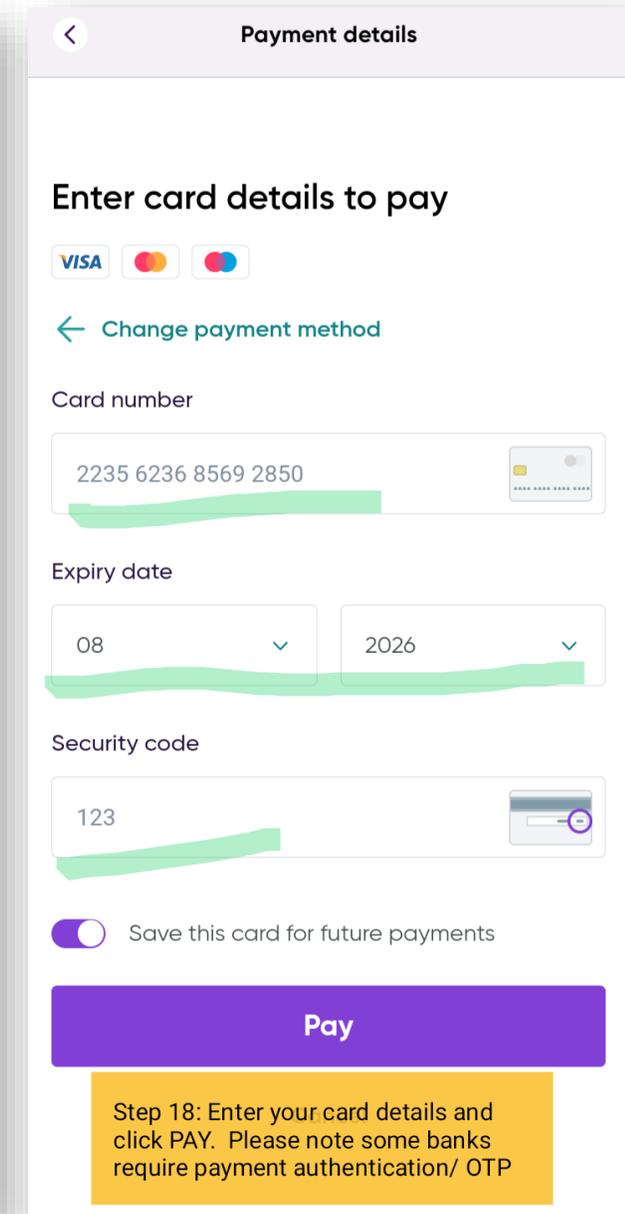
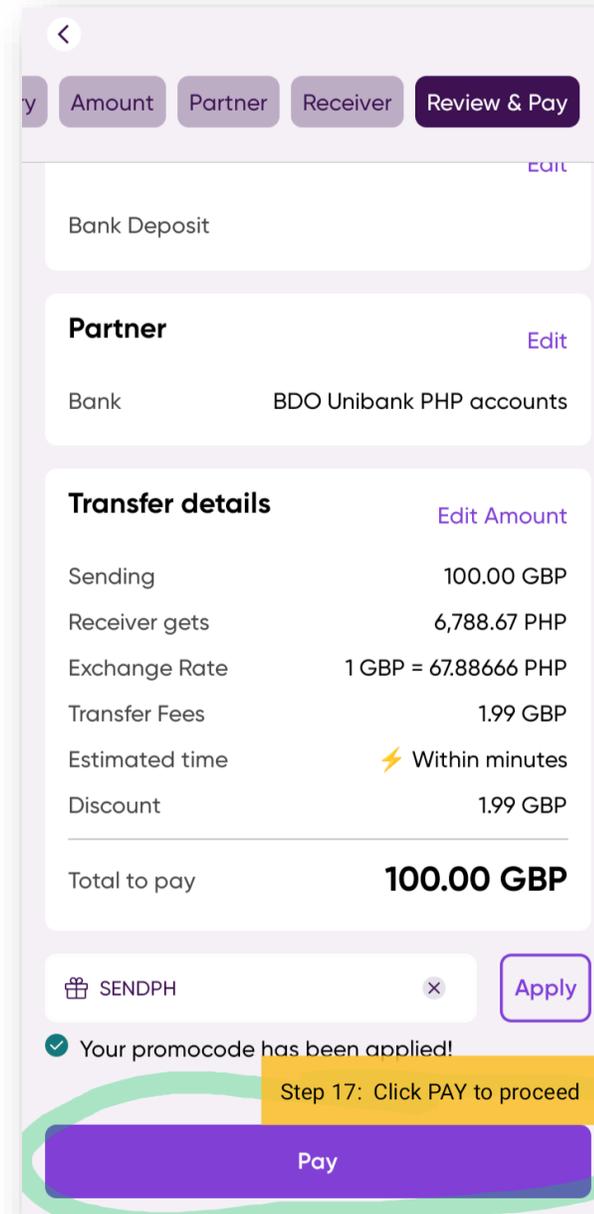
Review & Pay

Step 17 – Click PAY to continue

Step 18 – Enter your debit/credit card details

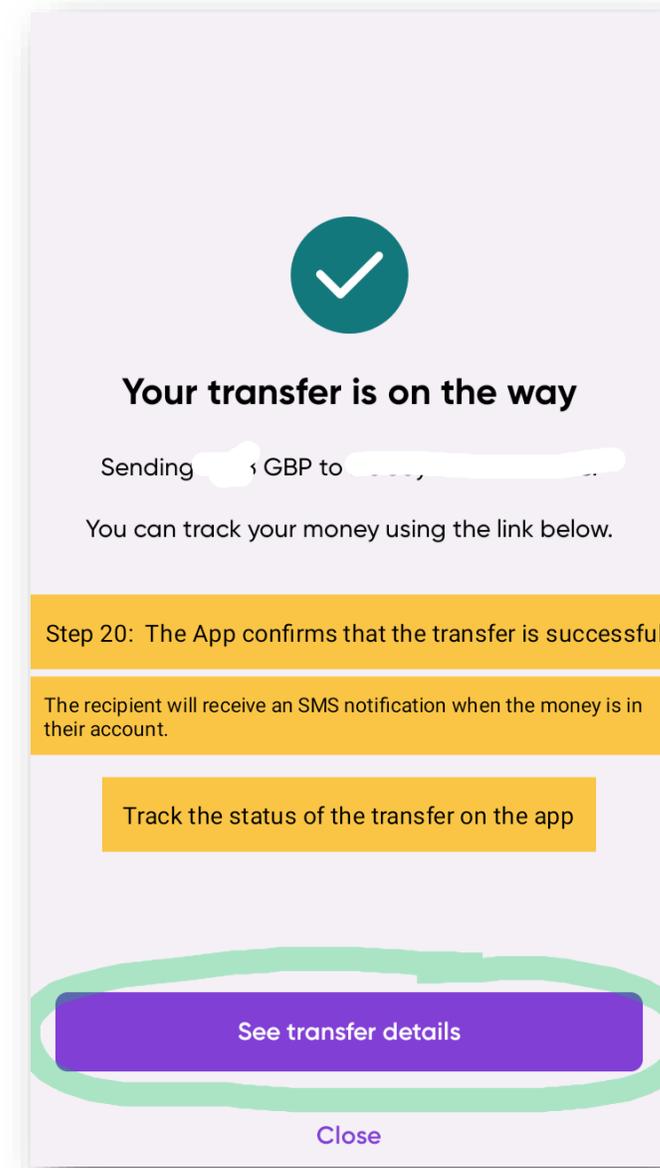
Step 19 – the option to save the card for future payments can be switched On/Off

Click PAY to proceed with the payment



Enjoy the peace of mind knowing your money will arrive quickly and safely to your loved ones...

Step 20 - The app will confirm that the transfer has been successfully created.



Enjoy the peace of mind knowing your money will arrive quickly and safely to your loved ones...

You can now track your transfer status from the app. Your recipient will also receive an SMS when the money has arrived.

Most of the money transfers arrive in minutes. If you experience any issues, call the UK Customer Service Hotline on Tel. 02039666899

