



September 3, 2021

Updated May 12, 2023

**△ 【 Important Notice 】 △**

**Regarding the usage of the International Money Transfer Service while the renewal of a cash card with debit card service is on process\*.**

Thank you for using the Seven Bank International Money Transfer Service.

A Seven Bank Cash Card with Debit Card Service has an expiry date.

When the timing of the renewal of the expiration date is approaching, we will send you a cash card with a new expiration date and a direct banking card to your registered address. **Please note that the usage of the International Money Transfer Service is partially restricted until you receive it from the time the new cash card is issued (= while the renewal of a cash card with debit card service is on process\*.)**.

The new card will be delivered to you from near the end of the month two months prior to the expiry month of the current card.

You can use a new card upon its receipt.

※Click [here](#) for the details of cash card renewal procedure.

■Regarding the usage of the SEVEN BANK Philippines Money Transfer Service with BDO Unibank (International Money Transfer App)

- While the renewal of a cash card with debit card service is on process, the service cannot be used until a new card will arrive at your hand.
- You can use the service, once you use your local ATM (for balance inquiry, etc.) after you receive your new card or by completing the "Register to start using your new cash card" procedure from the Direct Banking Service.

■Regarding the usage of Seven Bank International Money Transfer Service Western Union (= money transfer via Seven Bank ATM and Direct Banking Service)

- While the renewal of a cash card with debit card service is on process, you can still use your

old card to send money until a new card will arrive at your hand.

- If you are willing to transfer money through the Direct Banking Service and your new card has not arrived yet, please select "Has Not Yet Arrived" on the "Register to start using your new cash card" screen after logging on to the Direct Banking Service. As long as your old card is valid, you can use the Direct Banking Service.
- When you receive your new card, please use it for balance inquiry, etc. at an ATM convenient to you location or access to the Direct Banking Service and follow the procedure of "Register to start using your new cash card".

※Once you use the new cash card at a domestic ATM or Direct Banking Service, you will no longer be able to use the old cash card.

#### ■Regarding the usage of International Money Transfer App

- You will not be able to use the money transfer function as well as the following functions that accompany with logging on to the application until the new card arrives in your hands while on the process of issuing a renewal card. (An error message will be displayed.)



Functions not available during the process of procedure of issuing a renewal card

- (1) LOG IN
- (2) Mobile Remit sa 'Pinas Service
- (3) Check Remittance Status
- (4) Check Yearly Statement
- (5) Remittance Management
- (6) Additional and Deletion of Receiver

- On or after you receive your new card, you can use the above functions by visiting your local ATM for balance inquiry, etc or by completing the procedure of "Register to start using your new cash card" through the Direct Banking Service.
- If you wish to add or delete receivers during the issuance of your renewal card, kindly please do the procedure through Direct Banking Service. After logging on to Direct Banking Service, you can add or delete receivers from the "International Money Transfer" menu.  
You can log on directly to add receivers [here](#). (For smartphone users, click [here](#))

We apologize in advance for any inconvenience this may cause to our customers, and appreciate your kind understanding.

Sincerely