

# FREQUENTLY ASKED QUESTIONS

BA EXCHANGE



## Q: Who Is The Owner Of B A Exchange?

Ans: Bank Asia Ltd is the 100% owner of B A Exchange.

## Q: Does Bank Asia Guarantee The Remittance Through B A Exchange?

Ans: Yes, Bank Asia is fully responsible for the remittance through B A Exchange.

## Q: Is B A Exchange FCA Registered?

Ans: Yes, B A Exchange is FCA registered as SPI bearing No 532088. Please visit for [more details](#).

## Q: How Many Branches Does Bank Asia Have In Bangladesh?

Ans: Bank Asia has more than hundred branches & SMEs all over Bangladesh. Moreover, Bank Asia is able to reach remittance every corner in Bangladesh through our Agent Banking outlets as well as through our arrangement with BURO.

## Q: How Can I Register for Online Money Transfer Service?

Ans: If you are a new customer and have never sent money through us then please visit our website [www.baexchange.co.uk](http://www.baexchange.co.uk) and click here <https://remit.bankasia-bd.com/orm/registration> for registration. You then need to e-mail us a copy of your ID e. g. Passport, full Driving Licence and a recent proof of address (not older than 3 months) to [a.kamrul@bankasia-bd.com](mailto:a.kamrul@bankasia-bd.com) to verify and activate your online account.

## Q: What Are The Benefits of Using Online Money Transfer Service?

Ans: There are number of benefits of using our online transfer service. Mainly you can do the transaction as and when you want sitting at your home, Café or on the go. You save your time and travel cost and we offer better rate than that we offer at our branch.



## Q: How Can I Send Money Online?

Ans: If you are a registered customer of us, please call us to activate your account. You need to have a valid e-mail address to log in to your account. Simply log in with your e-mail address and follow the simple steps.

## Q: How Much Money Can I send?

Ans: We have a policy that defines how much money you can send within a specified periods. If you send more than GBP 3000.00 in single or cumulative transactions within 90 days period we need the evidence of your source of income. This will apply if your remittance exceeds GBP 12000 within a year. We may need additional information from time to time for compliance purpose. And any information you give to us will remain confidential.

## Q: I'm A Registered Customer, Can I Use My Business Debit Card or Someone Else's Card For My Transfer?

Ans: **No**, we will only accept payment from your own personal debit card.

## Q: Can I Send Money On Behalf Of My Other Family Members Or Friends Using My ID?

Ans: **No**. You are expected to send your own money and for your own purpose to your nearest ones. You are also not expected to send money to any unknown person.

## Q: How Secured The Online Service Is?

Ans: We have the following security features on our ORM

- SSL Certificate on the web browser,
- Two factor authentication/google authenticator
- Captcha
- Email verification at registration



- Email confirmation during transaction creation
- Encrypted payment gateway
- PCI/DSS compliant

### Q: How Long Will It Take To Credit My Remittance To My Account With Bank Asia?

Ans: Within 1 working day.

### Q: How Long Will It Take To Send Money To Account With Other Banks?

Ans: Normally it takes only 2-3 working days to credit to other banks except the rural branches of Rupali Bank and Krishi Bank that may take 4-5 working days.

### Q: What Does The Beneficiary Need To Collect Money?

Ans: 1. A valid photo ID (Passport, Driving Licence, National ID card, Voting Registration Card) etc. and 2. PIN (Your remitter will provide you these numbers, we may also text the PIN to your mobile as an added service)

### Q: Can I Open Account With Bank Asia Through B A Exchange?

Ans: Yes, Our friendly staff will help you throughout the process.

### Q: How Secure Is My Data Given To You?

Ans: We are registered with ICO bearing no Z2641964 for Data protection therefore your personal information is handled/stored safely and securely.

