

IMPORTANT Reminder: Direct to Bank is available for transactions to Colombia!

WesternUnion // WU

Did you know that WU offers the Direct to Bank (D2B) service for transactions sent to Colombia?

Help grow this corridor and business segment by reminding Agents that the service is available.

Offered by our Master Agent **Giros y Finanzas** for the WU brand in Colombia, the D2B to Colombia service is activated in more than 160 countries through retail and 37 countries through digital channels.

Key information:

- Maximum limit per transaction is US\$ 7,500.00 (for some Send Countries there are lower local limits that must be applied)
- Payout in local currency (COP)

Please keep in mind that receivers in Colombia who meet the following thresholds must enroll locally to receive a direct to bank transaction:

- Individual transaction above US\$ 125.00,
- Received more than 2 transactions during a 3-month period
- Received more than 4 transactions during a 6-month period
- Received more than 5 transactions during a 12-month period

When a Receiver is not yet enrolled, and meets one of the thresholds listed above, Giros y Finanzas representative will contact the Receiver **thru phone** to enroll. If the representative is unable to reach the Receiver, the transaction will be blocked for 10 days until the Receiver has successfully enrolled. If not, it will be automatic refund in the day 11.

The receiver can contact GYF for enroll to the following numbers:

Toll free	01-8000-111-999
CSC Cali	+57-2-518-4800
CSC Bogotá	+57-1-635-3560
CSC Medellín	+57-4-511-5151
CSC Barranquilla	+57-5-368-7996
CSC Pereira	+57-5-335-1611

To use the D2B service to Colombia, the Sender must provide the following information about the RECEIVER:

- Bank name in Spanish (as list below), account number and type of account
- Receiver ID number*, Address, City, State, Mobile number with country and city code

*The ID number from the Receiver should be the same number provided when he or she opened the bank account. If this number is not correct, the bank will reject the transaction.

*D2B sender/receiver could be the same person.

Help get the word out to Agents that the D2B service is a great option for customers who are sending money to Colombia!

List of Participating Banks

Bancolombia*	Banco Davivienda*	BBVA
Banco de Occidente	Banco Colpatria	Banco Santander
Banco Pro Credit	Banco Pichincha	Giros y Finanzas*
Banco Falabella	Citibank	Banco Caja Social
Banco GNB Sudameris	Itau Corp	Banco Colombia
Banco Bogota	Banco Comercial Av. Villas	

- * SLA for this bank is 15' to 45'
- SLA for other banks ACH: Today +1 (banking days)