

- How to replenish Ecash and load fund?
  1. Make a deposit or transfer Cash via Online banking to any GPRS / UPS bank accounts
  2. Submit a Fund Request
  3. Submit a copy of deposit slip by creating a ticket at <http://support.globalpinoyremittance.com/>

You can also replenish thru

1. Ecash transfer from dealers and GPRS Outlets
  2. Loadwallet transfer for load funds
- How to submit a fund request via webtool?
    1. Log in to your account
    2. Go to Loading
    3. Click Fund Transfer
    4. Choose Fund Request
    5. Complete the required details then submit.
  - How to submit a fund request thru SMS?
 

Using your registered mobile number text the following format:

For Ecash  
 ECASHFUND(space)Regcode/Institution/Amount/Ref#/Dateofdeposit/Timeofdeposit

For Load Wallet  
 LOADFUND(space)Regcode/Institution/Amount/Ref#/Dateofdeposit/Timeofdeposit  
 and send to the following gateways:  
 SUN - 09223282111  
 GLOBE – 09266722075  
 SMART – 09084466764

- Is there a cut-off time for replenishment?  
 Yes, cut-off time is 5:00 pm from Monday to Friday.
- What are the accredited banks of GPRS / UPS for replenishment?
  - Chinabank  
 Account Number: 1500911012  
 Account Name: Global Pinoy Remittance and Services  
 Branch: Fairview

- Metrobank Peso Account  
Account Number: 7-47302265-2  
Account Name: Global Pinoy Remittance and Services  
Branch: Cubao Araneta Cyberpark
- ALLIED BANK  
Account Number: 0221048726  
Account Name: Global Pinoy Remittance and Services  
Branch: Aurora Cubao
- Landbank  
Account Number: 0621-1221-00  
Account Name: Global Pinoy Remittance and Services  
Branch: Commonwealth
- Banco De Oro  
Account Number: 397 006 4974  
Account Name: Global Pinoy Remittance and Services  
Branch: Cubao Gateway Araneta
- United Coconut Planters Bank  
Account Number: 101 890 021 394  
Account Name: Global Pinoy Remittance and Services  
Branch: E. Rodriguez
- Bank of the Philippine Islands  
Account Number: 435 303 7469  
Account Name: Global Pinoy Remittance and Services  
Branch: Cubao Gateway, General Araneta
- Union Bank  
Account Number: 002 110 001 490  
Account Name: Global Pinoy Remittance and Services  
Branch: Katipunan
- Philippine National Bank  
Account Number: 488 460 000 010  
Account Name: Global Pinoy Remittance and Services

Branch: Cubao

- SECURITY BANK  
Account Number: 0652-045201-001  
Account Name: Global Pinoy Remittance and Services  
Branch: Commonwealth
- United Coconut Planters Bank  
Account Number: 2018-9000-1971  
Account Name: GPRS - Unified Products and Services, Inc.  
Branch: E. Rodriguez
- SECURITY BANK  
Account Number: 0000-000206-926

Account Name: Unified Products and Services, Inc.  
Branch: South Triangle, Quezon Ave

- BDO UPS  
Account Number: 00397-0103-244  
Account Name: GPRS-Unified Products and Services, Inc.  
Branch: Cubao Gateway Araneta
- Rates for converting network income to Ecash or Cheque.
  - For Ecash : 10% of the amount plus 25 Pesos
  - For Cheque : 10% of the amount
- I can't log in to my account, what should I do?  
To reset log in password, submit the following requirements via <http://support.globalpinoyremittance.com/>
  - Regcode
  - 2 valid government issued IDs
  - Home address
  - Email address and mobile number linked to your accountOnce reset is completed, an email will be automatically sent by the system to the email linked to the account
- How can I reset my Transaction Password?  
Transaction password can now be changed using your webtool.  
Go to my account >> Change password >> choose transaction.

The system will automatically send a message containing the new transaction password to the email address linked to your account.

- [Can I transfer my account to another name?](#)

Yes, to process request for transfer of account, submit the following requirements via <http://support.globalpinoyremittance.com/>

Notarized request letter with signature of both parties.

Valid government id's of both parties (Old Account Owner and New Account Owner)

Regcode where Php 1,000 transfer fee can be deducted

Additional details for the new account

New username

New mobile number

New email address

New home address

- [I have not used my account for a long time, what should I do?](#)

To activate dormant account, submit the following requirements via <http://support.globalpinoyremittance.com/>

Regcode

2 valid government issued IDs

Home address

Email address and mobile number linked to your account

- [Can I change the mobile and email address linked to my account?](#)

Yes, to change the mobile and email address linked to the account, submit the following requirements via <http://support.globalpinoyremittance.com/>

Regcode

2 valid government issued IDs

Home address

Email address and mobile number linked to your account

When and what was your last transaction

Name and Regcode of Upline.

- [How can I make correction to the spelling of my name?](#)

To make correction on the spelling of the name, submit the following requirements via <http://support.globalpinoyremittance.com/>

Regcode

2 valid government issued IDs

Home address

Email address and mobile number linked to your account

When and what was your last transaction

- How can I apply for a free insurance?

To apply for a new insurance, send the following requirements via

<http://support.globalpinoyremittance.com/>

Regcode

Complete Name

Birthdate

Occupation

Complete Name of Beneficiary

Email Address