

FAQ: Send Money from Upay Wallet to tagged other Bank Account

SL No	Question	Answer														
1	What is the "Send Money" feature?	Upay wallet user can use the "send money" feature to send money from Upay wallet to their tagged bank account. To avail this feature, user needs to tag their desired account in Upay through "Bank Accounts" feature. Once the account is verified, the customer will be able to send money from Upay wallet to the verified bank accounts.														
2	Can customer send money to any bank account from Upay?	Other than UCB bank account, Upay wallet user can send money to any bank account opened in Bangladesh and also properly tagged and verified with Upay.														
3	What type of account can receive money from Upay?	All regular Savings Account, Current Account, Corporate Account and other types of account which are able to receive BEFTN can avail the service. However, only if, the account has been verified with Upay.														
4	Can I fund my UCB tagged account from Upay?	No. Currently it is not possible to fund UCB account from Upay.														
5	What is the process of Send Money	To Send Money: Select Send Money → Transfer to Bank → Input Amount → Select account → press continue → Review the information → Press "Confirm" → Insert OTP (Optional: if amount from BDT 5000) → Press "CONTINUE" Once the process follows properly, the fund will be credited to the desired verified bank account as per BEFTN timeline.														
6	Is there any limit to send money to other bank account?	Below is the limit: <table border="1" data-bbox="678 1480 1343 1662"> <thead> <tr> <th rowspan="2">Single transaction Amount</th> <th colspan="2">Daily Transaction</th> <th colspan="2">Monthly Transaction</th> </tr> <tr> <th>Count</th> <th>Amount</th> <th>Count</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>2000</td> <td>2</td> <td>2000</td> <td>5</td> <td>5000</td> </tr> </tbody> </table>	Single transaction Amount	Daily Transaction		Monthly Transaction		Count	Amount	Count	Amount	2000	2	2000	5	5000
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7	Is Credit card payment possible through Upay?	Yes. Credit cards which accept BEFTN payment can be credited through Upay. To avail the feature, Upay Wallet holder needs to tag and verify the desired Credit Card with Upay.														