

English

# Western Union® International Money Transfer Service via Convenience Stores – User Guide

WesternUnion\\WU

at

あなたと、コンビニに、  
FamilyMart



**Multi-Copier**  
Over 16,000 Locations  
in Japan. (As of February 2022)

Service hours : 9:00-21:00 everyday



DSK International Money Transfer Support Center

**0120-3630-44**

(Toll Free 9:00-22:00, everyday)



<http://www.wu-moneytransfer.com>

## 1 How to use the service

### 1 Have your User ID & Password ready

For the User ID and Password, please check the documents sent at the time of registration.



If you apply for money transfer in advance from the web-user site, the procedure at the convenience store will be easier. Please check the website for details.



### 2 Pay at the convenience store

If you enter the receiver and amount to be transferred at the special terminal, an application ticket will be issued, so please bring it to the cashier and make a payment \*1.



## Usage Instructions

◎Service hours : 9:00-21:00 everyday



Use a multi-copier, a terminal machine located inside FamilyMart.

① Select the "International Money Transfer" button on the initial screen.

② Select the "Western Union" button on the screen.

③ Follow the instructions on the screen.

For the operation procedure, please see the reverse side of this page.

④ Take the application ticket that is issued, and make your payment at the cashier within 30 minutes\*1.

⑤ After payment, the cashier will give you a receipt with an MTCN (Money Transfer Control Number).

• To find locations of FamilyMart stores, please visit :  
<https://www.family.co.jp/store/>

### Note

- You can pay only in cash. Credit cards, e-money or gift coupons will not be accepted.
- The number of money transfers per day from Japan with Western Union are limited. In some cases, the reception may not be possible.
- For sending multiple times to the same person on the same day, there is also a possibility that the money cannot be received.

## 3 Call the receiver to inform your MTCN

Call the receiver and inform the transaction information required to collect the money. Do not disclose transaction details to anyone else.



**Note** Use a phone or other secure method to communicate the MTCN to the receiver. Do not use an email because someone may steal the MTCN.

## 4 Receive the money

Within minutes\*2, the money you sent will be available for collection by the named receiver at any Western Union® Agent location in the destination country.



\*1) Your ticket will be invalid if you don't pay within 30 minutes. After 30 minutes have passed, you will have to start from the beginning and apply again for money transfer.  
\*2) Funds may be delayed or services unavailable based on certain transaction conditions, including amount sent, destination country, currency availability, regulatory and foreign exchange issues, required receiver action(s), identification requirements, Agent location hours, differences in time zones, or selection of delayed options. Additional Restrictions may apply. See Western Union® International Money TransferSM Terms and Conditions.

**Note** You cannot receive money at FamilyMart.

• How to check the receipt status.  
You can check if the money is received or not by the following method. Prepare your MTCN.

◎ You can also call the Western Union® Customer Service Center at:  
☎ 0120-961-623 (Toll Free : 9:00-22:00)

## 2 Money Transfer Fees

The amount to be transferred (¥)	Service Fee*1 (¥)	
	If destined to 14 countries listed below(A)	If destined to other countries*4
1~10,000	990	990
10,001~50,000	1,500	1,500
50,001~100,000	2,000*3	3,000
100,001~250,000	3,000*3	5,000
250,001~293,000*2	5,000*3	7,000

A) China, South Korea, Philippines, Brazil, Peru, Thailand, Vietnam, Indonesia, Pakistan, Nepal, Bangladesh, India, Sri Lanka, Myanmar

\*1) There may be a possibility that Western Union® earns foreign exchange gain derived by the currency exchange.

\*2) The transferable amount including service fee is up to 300,000 yen per transaction. The maximum transferable amount will be less than indicated amount above the chart depending on the destination country.

\*3) This fee is subject to change without notice.

\*4) For Hong Kong, Macau and Taiwan, transfer fee for "other countries" is applied.

\*Funds may be delayed or services unavailable based on certain transaction conditions, including amount sent, destination country, currency availability, regulatory and foreign exchange issues, required receiver action(s), identification requirements, Agent location hours, differences in time zones, or selection of delayed options. Additional Restrictions may apply. See Western Union® International Money TransferSM Terms and Conditions.

## 3 Notice

### About your User ID and Password

- Please take good care of your User ID and Password. Never reveal them to others or let others use them.
- If you have lost your Registration Card, contact the DSK International Money Transfer Support Center immediately.

### Watch out for international money transfer fraud!!

Never send money to people you do not personally know. When you think you have encountered money transfer fraud, please report it to the police immediately.

## 4 About the registered customer information

**Please note the expiration date of your Registration ID.**

The expiration date of the Registration Card is the expiration date of the customer's identity verification document. If you have updated your identity verification documents, you can also update the expiration date of your Registration Card by uploading the updated identity verification documents from the web-user site. Please contact our Support Center for more information.

### How to change your registered information

If there is a change in your registration details, you can change it from the web-user site. (However, if your name, address, or nationality has changed, you will need to resubmit your identity verification documents.) Please contact our Support Center for more information.

You can upload identity verification documents and change some registered information from the web-user site. Please check the website for details.



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# 5 Multi-Copier Operation Guide

Service hours: 9:00-21:00 everyday

あなたも、コンビニに、  
**FamilyMart**

Use a multi-copier, a special terminal  
Installed inside FamilyMart

