



Customer Information Guide for Overseas Transfers

Use this guide when submitting an overseas transfer request. For information on supporting documentation requirements, please refer to the latest Reserve Bank of Fiji Exchange Control requirements via the following link: [Reserve Bank of Fiji Exchange Control Guidelines](#).

How to submit payment documentation

- Internet Banking overseas transfer: Email supporting documents to IBProcessing@westpac.com.au before or at the time the payment request is submitted.
- Corporate Online Banking overseas transfer: Email supporting documents to colibprocessing@westpac.com.au before or at the time the payment request is submitted.
- Telegraphic Transfer completed at a branch: Provide the relevant supporting documents at the branch when submitting the payment request.
- The email subject line used to submit supporting documents should be in the following format: Overseas Transfer Supporting Documents - [Customer/Company Name] - [Amount] - [Beneficiary Name].
- Documents submitted must be clear, legible and complete. Incomplete documentation may result in processing delays.

Payment processing timeframes may vary depending on the completeness of documentation, regulatory approvals and compliance reviews.

Important Note:

- Where Reserve Bank of Fiji (RBF) approval is required, please refer to the RBF eServices portal.
- Where a Tax Clearance Certificate is required, please refer to the FRCS Taxpayer Online Services (TPOS).
- This guide is provided for general information purposes only and does not contain an exhaustive list of requirements.
- Westpac may request additional information or supporting documents at any time, depending on the payment purpose, amount, beneficiary details, regulatory requirements, the Reserve Bank of Fiji Exchange Control Guidelines or internal policy requirements.
- Submission of documents does not guarantee processing of a payment.
- Requirements may change due to legislative, regulatory, Reserve Bank of Fiji or internal policy changes.

- Incomplete or inaccurate documentation may result in delays or rejection of the request.

AML and Compliance Requirements

Westpac may require information regarding the source of funds, source of wealth, purpose of payment, beneficiary relationship, or any other information necessary to comply with applicable legal, regulatory, sanctions, fraud prevention and compliance obligations.