

*The five currencies, US dollar, Euro, British pound, Japanese yen, and Hong Kong dollar all support the withdrawal of RMB. However, if your Epay account has been involved in cryptocurrency deposit, withdrawal, or trading, you cannot withdraw CNY with this account.

* The payee and the payer cannot be the same person. And please inform the receiver to complete the KYC process required by Shang Hai bank before making a withdrawal order.

KYC process: <https://cb.chinapay.com/overseasFront/pages/inward/newUser.jsp>

*About the withdrawal restriction

1. No more than \$2800 per transaction.
2. No more than 2 transactions per day.
3. No more than \$5000 per year.

I . login Epay account>> Wallet>>Withdraw

The screenshot shows the Epay withdrawal process. On the left, a dark sidebar contains a menu with 'Withdraw' highlighted. The main area is titled 'Withdraw' and contains three numbered steps:

- 1. Withdraw Currency**: A dropdown menu shows 'USD' selected.
- 2. How To Withdraw**: A dropdown menu shows 'CNY' selected. Below it, 'Receive Method' options are shown: 'Bank Account' (selected), 'Wire Transfer', 'E-wallet', 'Cash', and 'Crypto'. A note states: 'You can receive money from another person or company in the same country, and the order is processed on the same day once it is initiated and can be received within a few hours.'
- 3. Withdraw Amount**: A text input field shows '300' with a 'USD' dropdown. Below it, 'MAX Amount' is indicated as 'Recommended : 0 ~ 425.61 USD'. At the bottom right, it shows 'Fee : 10 USD', 'Rate : 6.101424', and 'Receive Amount : 1769.41 CNY'. A red arrow points to a 'Next >' button at the bottom.

II . Fill the information of the sender and receiver

Note:

1. All the information should be filled in English.
2. Sender's **Country of Residence** can only be BH, KW, MY, OH, QA, AE, GB, AR, AU, CA, HK, JP, KR, NZ, SG, and DG.
3. Purpose of remittance can be **family/living expense**

The screenshot displays the Epay withdrawal interface. On the left is a dark sidebar with navigation options: Home, Global Remittance, **Wallet**, Assets, Payment, Deposit, **Withdraw**, Currency Exchange, Cryptocurrency, and Transaction Record. The main area is titled "Please fill information of the receiving account" and contains a form with the following fields:

- Receiver's First Name: san (3/50)
- Receiver's Last Name: zhang (5/50)
- Receiving Bank Account: 623096 (19/100)
- Phone of Bank Account: 188742 (11/20)
- Receiver's Address in China: Nanshan, s (17/100)
- Receiver's ID Number in China: 430921 (17/50)
- Sender's Country of Residence: HongKong (dropdown)
- Sender's City of Residence: Hongkong (8/30)
- Senders Residential Address: Kowloon Bay (11/200)
- Purpose of Remittance: Family/living expense (21/50)

On the right, the "Order Info" section shows:

| | |
|------------------|-------------|
| Withdraw Amount: | 300 USD |
| Rate: | 6.101424 |
| Fee: | 10 USD |
| Receive Amount: | 1769.41 CNY |

III. Confirm to withdraw.

The screenshot shows the "Withdraw Confirm" page. The sidebar is identical to the previous screen. The main area is titled "Information Confirm" and displays a summary of the withdrawal details:

- Receiver's First Name: san
- Receiver's Last Name: zhang
- Receiving Bank Account: 623096
- Phone of Bank Account: 188742
- Receiver's Address in China: Nansha
- Receiver's ID Number in China: 430921
- Sender's Country of Residence: HongKong
- Sender's City of Residence: Hongkong
- Senders Residential Address: Kowloon Bay
- Purpose of Remittance: Family/living expense

Below the summary, there are two input fields:

- * Payment Password: (masked with dots)
- * Google Verification Code: 123456 (6/6)

At the bottom, there are two buttons: "< Back" and a blue "Confirm Withdraw >" button, which is circled in red with a red arrow pointing to it.

On the right, the "Order Confirm" section shows the same summary as in the previous screen:

| | |
|------------------|-------------|
| Withdraw Amount: | 300 USD |
| Rate: | 6.101424 |
| Fee: | 10 USD |
| Receive Amount: | 1769.41 CNY |

IV. Withdrawal complete, waiting for the payment.

Home

Global Remittance

Wallet

Assets

Payment

Deposit

Withdraw

Currency Exchange

Cryptocurrency

Transaction Record

Details

Transaction RecordWithdraw Details

Remaining payment time 1 Day 0 Hour 0 Min 2 Sec

1

Pending

2

Confirm to receive

3

Completed

Order No HW201211080038001Created Time 12.11.2020 08:00:39 GMT

Pay

300.00USD

Exchange Rate : 5.914004

Service Charge : 10.00 USD

Receive

1769.41CNY

Please wait for payment

Receiver's First Name

Receiver's Last Name

Receiving Bank Account

Phone of Bank Account

Receiver's Address in China

Receiver's ID Number in China

Sender's Country of Residence

Sender's City of Residence

Senders Residential Address

Purpose of Remittance

123412321

xx

China

CC

Beneficiary Bank Information

Receiver's First Name

Receiver's Last Name

Receiving Bank Account

Phone of Bank Account

Receiver's Address in China

Receiver's ID Number in China

Sender's Country of Residence

Sender's City of Residence

Senders Residential Address

Purpose of Remittance

san

zhang

62309019

18874

Nanshan

4309235

HongKong

Hongkong

Kowloon Bay

Family/living expense

Go Back

Waiting for payment