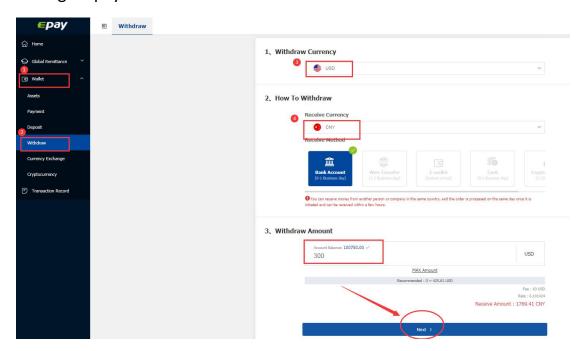
- \*The five currencies, US dollar, Euro, British pound, Japanese yen, and Hong Kong dollar all support the withdrawal of RMB. However, if your Epay account has been involved in cryptocurrency deposit, withdrawal, or trading, you cannot withdraw CNY with this account.
- \* The payee and the payer cannot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

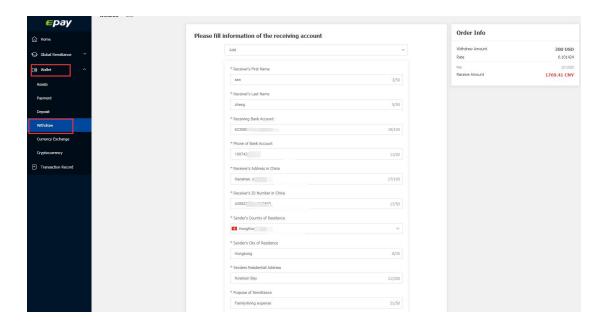
## I . login Epay account>> Wallet>>Withdraw



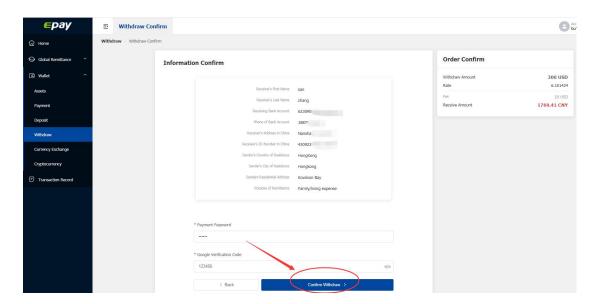
## II. Fill the information of the sender and receiver

## 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



III. Confirm to withdraw.



 $I\!V.$  Withdrawal complete, waiting for the payment.

