Western Union, Philippines

How to Load Money at a Western Union® Agent location?

1. Visit any accredited Western Union Agent location in the Philippines

2. Fill out the “To load money” form

3. Submit the form together with:
   - Western Union® Prepaid Card
   - photo ID
   - your load*
     remittance, income, government payments, gifts, other earnings

4. Done! Don’t forget your receipt.

* A service fee of Php20 will be charged for every single load.

Have you activated your Card?

Call +632 917 2700 (Metro Manila)
Smart and PLDT 1 800 10982 2737 (local toll free)
Globe 1 800 8982 2737 (local toll free)

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Remittance Online
- Anywhere, Anytime

Load your Western Union® Money Transfer™ transaction onto the Western Union® Prepaid Card by going online


2. Provide your log in details

3. Select “Load Funds”

4. Select “Load Money Transfer” and click “Continue”

5. Enter the 10-digit Money Transfer Control Number (MTCN)

6. Click “Submit”

7. Done!

Congratulations! Your funds transfer to your prepaid card is being processed. Your funds are available immediately.

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To register -
- visit www.wuprepaid.com.ph
- click on “Create Profile and Register Cards”

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Remittance at Your Fingertips
- Just a Call Away

Load your Western Union® Money Transfer™ transaction onto the Western Union® Prepaid Card by calling our 24-hour Customer Service Hotline.

Call +632 9172700
Choose a language - English or Tagalog
Key in your 16-digit Card number
Key in your 6-digit PIN
Key in your Card expiration date - MM/YY
Press “3” - Receive a Western Union Money Transfer
Key in the 10-digit Money Transfer Control Number (MTCN)
Done!

What else can you do?

- Change your PIN - press “1”
- Check card balance and historical transactions - press “2”
- Request for a personalized Card - press “4”
- Talk to our Customer Service representative - press “0”
- Enroll your mobile number for SMS services and alerts - press “6”

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Load a Western Union® Money Transfer™ transaction onto the Western Union® Prepaid Card by sending a mobile text message* (SMS) to 0922 886 6542
*subject to fees charged by your telecom service provider

Create a new message on your mobile phone

Enter in:
LOAD [last 4 digits of your Prepaid Card number] [the 10-digit Money Transfer Control Number (MTCN)]

Send the text message [0922 886 6542]

Done! Make sure you receive a successful load confirmation over SMS.

What else can you do via SMS?

Inquire about your balance
Request for the last 3 card transactions
Request for the list of SMS commands
Should be sent to 0922 886 6542

Have you activated your Card?

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Globe 1 800 8982 2737 (local toll free)

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Look more here: www.Banks.AboutPhilippines.ph