How to Register for RemitWire

Complete Guide for Mobile App User Registration by Bank of Ceylon UK

Welcome to RemitWire

RemitWire is Bank of Ceylon UK's innovative money transfer application that enables you to send money internationally quickly, securely, and at competitive exchange rates. Registration takes just a few minutes and includes identity verification to ensure the safety of your transactions.

This guide will walk you through the complete registration process, from downloading the app to completing your identity verification.

Before You Begin

Please ensure you have the following ready before starting your registration:

- **Valid email address:** For account verification and communication
- **Mobile phone number:** For receiving verification codes
- **Government-issued ID:** Passport, driver's license, or national ID card
- **Good lighting:** For taking clear photos of your ID and selfie

Step-by-Step Registration Guide

Step 1: Download the RemitWire App

Download the official RemitWire app from your device's app store:

- **For Android devices:** Visit the Google Play Store
- **For iOS devices:** Visit the App Store

Once downloaded, tap the RemitWire icon to launch the application.

Step 2: Start the Registration Process

When you first open the app, you'll see the RemitWire welcome screen with two options:

- **Sign Up:** For new users (select this option)
- **Existing User? Login:** For users who already have an account

Tap **Sign Up** to begin the registration process.

Step 3: Select Your Country

The first step in registration is to indicate where you're sending money from. You'll see the question: "*Where are you from? Please select your country".*

- Use the search bar to find your country quickly
- Or scroll through the list of available countries
- Tap on your country (e.g., United Kingdom)

After selecting your country, tap **Next** to continue.

Step 4: Create Your Security PIN

For your account security, you'll need to set up a 4-digit PIN code. This PIN will be used to access the app quickly without having to enter your full login credentials each time.

PIN Setup Instructions:

1. Enter your preferred 4-digit PIN using the on-screen number pad
2. Re-enter the same PIN to confirm
3. Optionally, toggle on "*Enable fingerprint for faster login";* if your device supports biometric authentication

Security Tips:

- Choose a PIN that you'll remember but others can't easily guess
- Avoid using obvious combinations like 1234 or your birth year
- Enable fingerprint authentication for added convenience and security

Once your PIN is set, tap **Next** to proceed.

Step 5: Complete Identity Verification

To comply with international money transfer regulations and ensure the security of all transactions, RemitWire requires identity verification. You'll see a screen titled "**Live ID Check"** with information about quick and simple ID verification.

Why Verification is Required:

Identity verification helps protect you and allows you to send higher amounts of money. The process is secure, quick, and takes only a few moments to complete.

What You'll Need:

4. **Take a picture of your ID document:** Passport, driver's license, or national ID card
5. **Take a selfie:** A photo of yourself for facial recognition verification

Verification Process:

- Tap “**Start ID Verification”** to begin
- You’ll be redirected to a secure verification partner (Sikoia Verification)
- Follow the on-screen instructions to:
    - Photograph the front of your ID document
    - Photograph the back of your ID document (if applicable)
    - Take a selfie for facial recognition
- The verification process typically completes in seconds

Photography Tips:

- Ensure good lighting without glare or shadows
- Hold your device steady and keep the document flat
- Make sure all text on the ID is clearly visible and in focus
- Remove glasses for the selfie if they cause glare

Important Note: If the ID verification fails, you can still continue your registration. You can complete the verification later, though some features may be limited until verification is complete.

Step 6: Enter Your Personal Information

After identity verification, you’ll need to complete your registration by entering your personal details. The form is divided into several sections:

Basic Details:

- **Email Address:** Enter a valid email address (required)
- **Username:** Choose a unique username for your account (required)
- **Password:** Create a strong password (required)
- **Confirm Password:** Re-enter your password to confirm (required)

Personal Details:

- **First Name:** Your legal first name (auto-filled from ID verification)
- **Middle Name:** Your middle name if applicable (optional)
- **Last Name:** Your legal last name (auto-filled from ID verification)
- **Date of Birth:** Enter in DD-MM-YYYY format (e.g., 28-12-1988)

Additional Information:

- **Nationality:** Your country of citizenship
- **Phone Number:** Mobile number with country code
- **Address:** Complete residential address including postal code

Note: If you completed the ID verification successfully, many of these fields will be automatically populated with information extracted from your ID document. Review all details carefully and make any necessary corrections.

Step 7: Review and Submit Your Registration

Before submitting your registration:

6. Review all entered information carefully
7. Ensure your email address is correct (you'll receive verification emails here)
8. Verify that your password meets all security requirements
9. Read and accept the Terms and Conditions

Once you're satisfied that all information is correct, tap **Submit** or **Sign Up** to complete your registration.

Step 8: Verify Your Email Address

After submitting your registration, you'll receive a verification email from RemitWire at the email address you provided.

10. Check your email inbox (and spam/junk folder if needed)
11. Open the email from RemitWire/Bank of Ceylon UK
12. Click the verification link or enter the verification code in the app

Your RemitWire account will be fully activated and ready to use, once our internal team reviews the application.

Troubleshooting Common Issues

ID Verification Failed

- Ensure your ID document is valid and not expired
- Retake photos in better lighting conditions
- Try using a different ID document type if available

Didn't Receive Verification Email

- Check your spam or junk email folder
- Verify you entered the correct email address
- Use the "Resend Email" option in the app

Forgot Your PIN

- Use the "Forgot PIN" option on the login screen to reset your PIN using your email address

Next Steps After Registration

Congratulations! You've successfully registered for RemitWire. Here's what you can do next:

13. **Add Beneficiaries:** Set up the recipients you'll be sending money to

14. **Make Your First Transfer:** Send money to friends and family internationally
15. **Explore Exchange Rates:** Check competitive rates for different currencies
16. **Set Up Biometric Login:** Enable fingerprint or face recognition for faster access

Security Best Practices

To keep your RemitWire account secure:

- **Never share your PIN or password:** RemitWire staff will never ask for these details
- **Use a unique password:** Don't reuse passwords from other accounts
- **Enable biometric authentication:** Use fingerprint or face ID for added security
- **Keep your app updated:** Install updates promptly for the latest security features
- **Review transactions regularly:** Check your transaction history for any unauthorized activity

Additional Resources

For more information about RemitWire and Bank of Ceylon UK's services:

- RemitWire Service Information: bankofceylon.co.uk/services/money-remittance/
- Terms and Conditions: bankofceylon.co.uk/remitwire-terms-and-conditions/

Need Help?

If you need assistance during or after registration:

- Use the **Contact Us** feature in the app (accessible from the More menu)
- Visit the Bank of Ceylon UK website for customer support contact details
- Check the FAQ section for answers to common questions

DOWNLOAD REMITWIRE TODAY

https://bankofceylon.co.uk/remitwire_download.php

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