

# Quick reference and troubleshooting guide for transferring your account to PayPal Thailand

Here's an overview of the steps you'll need to take so that we can transfer your account to PayPal Thailand, as well as some [troubleshooting steps](#) you can take if you're encountering issues along the way.

**This only applies to consumers, freelancers or casual sellers, and entrepreneurs or sole proprietors with an account opened before 7 March, 2021.**

*Note: The images you see as you make your way through the process may look slightly different from the examples in this guide. Please follow the prompts in the process.*

## Process overview



**You'll need to take action by 11.59pm (Thailand time), 30 November, 2022.**

**If you don't complete these steps by then, your account will not be eligible to be transferred to PayPal Thailand. Furthermore, your account capabilities will be limited and you will not be able to make or receive payments through PayPal after 15 December, 2022. You will only be able to withdraw any balance you have to your linked bank account.**

**Once your account has been limited, you will need to open a new PayPal account.**

**1**

Accept the new PayPal Thailand Relaunch Agreements.

**2**

Enroll in the National Digital ID (NDID) platform (if you have not done so previously).

- You can enroll in NDID using either the mobile app (may not be available for all participating banks), or by visiting a branch of any participating Thai bank you have an account with. This does not necessarily have to be the same bank linked to your PayPal account (if you have done so).
- You'll need to follow your bank or identity provider's procedures to confirm your identity. This may involve inserting your Thai ID card into a card reader at your bank branch or ATM, in person.
- The exact steps to follow will vary depending on your bank/identity provider. You may check with them for guidance.
- Different bank or identity providers have different service hours for NDID enrolment. These are usually between 8am – 8pm.

# 3

Verify your identity through the NDID platform.

- You will be guided through the process to share this information with PayPal, using your bank's mobile app.
- You will be notified instantly within your PayPal account once you have successfully verified your identity.

If you are already enrolled in the NDID platform, you should be able to complete this process in a few minutes.

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## Step-by-step guide

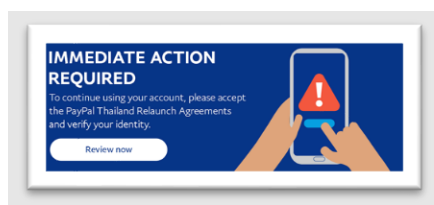
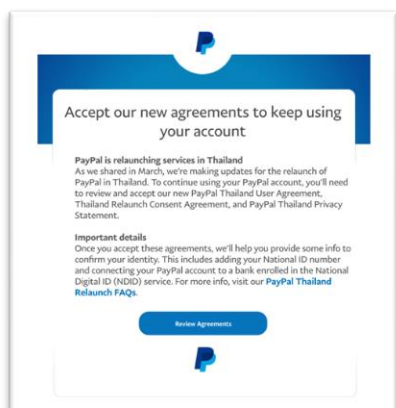
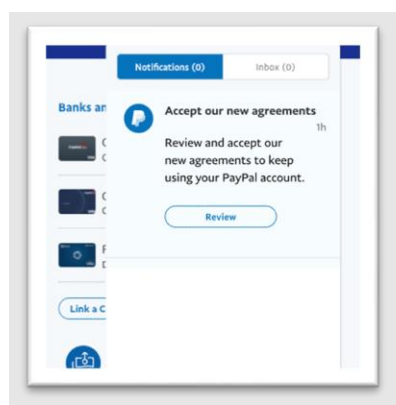
# !

# 1a

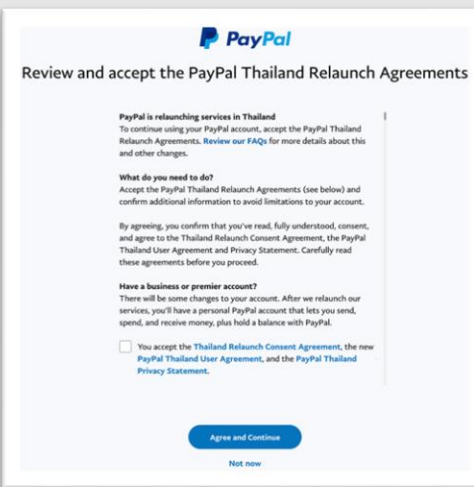
**You'll need to take action by 11.59pm (Thailand time), 30 November, 2022.**

**Start the identity verification process, by clicking through either:**

- The link in the email we've sent you, or
- The notification alert in your account overview, or
- The banners displayed when you login/out of your account.



1b



**PayPal**

### Review and accept the PayPal Thailand Relaunch Agreements

**PayPal is relaunching services in Thailand**  
To continue using your PayPal account, accept the PayPal Thailand Relaunch Agreements. [Review our FAQs](#) for more details about this and other changes.

**What do you need to do?**  
Accept the PayPal Thailand Relaunch Agreements (see below) and confirm additional information to avoid limitations to your account.

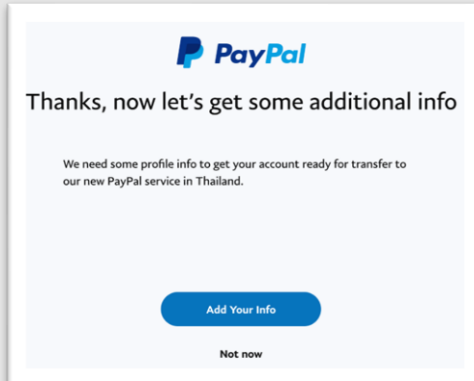
By agreeing, you confirm that you've read, fully understood, consent, and agree to the Thailand Relaunch Consent Agreement, the PayPal Thailand User Agreement and Privacy Statement. Carefully read these agreements before you proceed.

**Have a business or premier account?**  
There will be some changes to your account. After we relaunch our services, you'll have a personal PayPal account that lets you send, spend, and receive money, plus hold a balance with PayPal.

☐ You accept the Thailand Relaunch Consent Agreement, the new PayPal Thailand User Agreement, and the PayPal Thailand Privacy Statement.

[Agree and Continue](#)

[Not now](#)



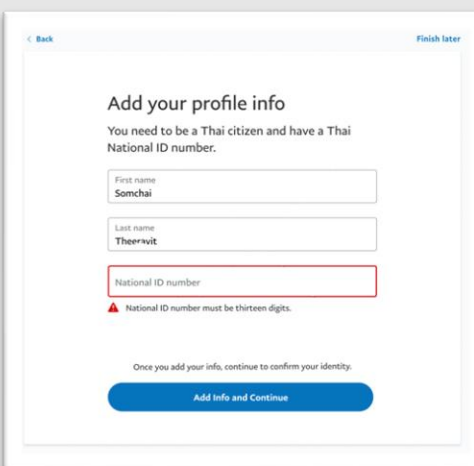
**PayPal**

### Thanks, now let's get some additional info

We need some profile info to get your account ready for transfer to our new PayPal service in Thailand.

[Add Your Info](#)

[Not now](#)



[Back](#) [Finish later](#)

### Add your profile info

You need to be a Thai citizen and have a Thai National ID number.

First name  
Somchai

Last name  
Theeravit

National ID number

National ID number must be thirteen digits.

Once you add your info, continue to confirm your identity.

[Add Info and Continue](#)

**Review and accept the new PayPal Thailand Relaunch Agreements**, which include: A) PayPal Thailand User Agreement, B) PayPal Thailand Relaunch Consent Agreement, and C) PayPal Thailand Privacy Statement.


1c


**Fill in your name and National ID number.**

**It is very important that these exactly match the details on your Thai ID card.**





Next, click through to confirm your identity through NDID.

# 2a






### Get all of PayPal's features when you confirm your identity

-  Make payments
-  Receive payments
-  Check out with PayPal
-  Hold a balance and transfer funds to your bank account

Confirm your identity by connecting to your bank or other identity provider. We've already stored your citizen ID. Complete these steps before continuing:

1. You have an existing bank account (checking or savings).
2. You've followed your bank's procedures to confirm your identity by inserting your Thai ID card into a card reader.
3. You've downloaded your bank's mobile app to your smartphone and it's ready to use.
4. You've taken a photo of yourself on your bank's mobile app or at your bank branch to confirm your identity and have enrolled in the National Digital ID (NDID) service.

What is NDID? 

Continue

[Not now](#)

In this step, you'll be confirming your identity with PayPal, through the NDID platform.

Click through the steps and review the terms and conditions.

In particular, please note the requirement to have previously confirmed your identity with your bank by inserting your Thai ID card into a card reader.

### Accept terms and conditions

Please read and accept NDID's terms and conditions to continue.

Terms hereunder are minimum requirements. The Member agrees to incorporate the following minimum required terms applicable to its type of membership into agreements with its customers (the "Client"). The Parties agree that the Member may adjust the language of the minimum required terms in accordance with its nature and type of business or transaction, but shall ensure that all key terms and intentions of the Parties are maintained.

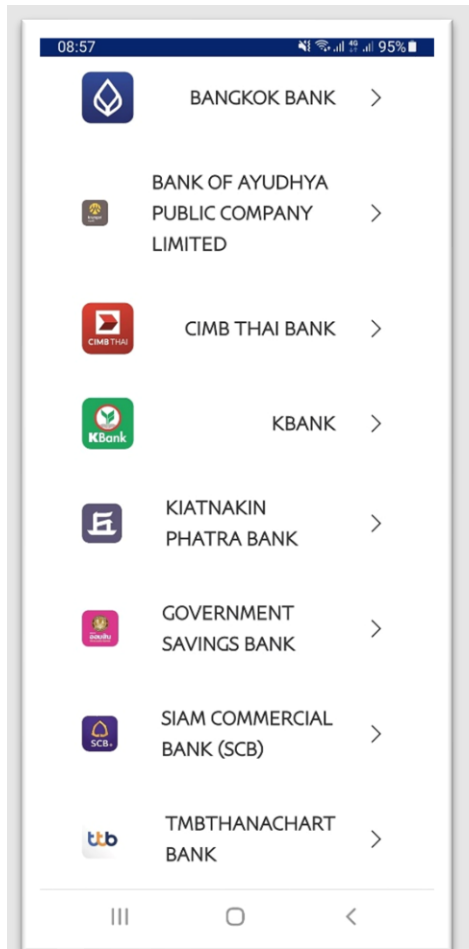
I. Minimum required terms in English language  
Minimum required terms in relation to the Member as IdP and RP

1. These terms and conditions (the "Terms") are the service agreement that the parties agree to be bounded and governed for the Client's use of and participation in the identification and authentication services and other related transactions provided by [the Member] (the "Service Provider") (hereinafter referred to as the "Digital ID Services" or "NDID Services"). The Digital ID Services are provided by the Service Provider via the identification and authentication system/platform ("Digital ID Platform") powered by National Digital ID Co., Ltd. ("NDID") in which there are the policies and conditions of the usages of the Digital ID Platform (the "NDID's Policies and Conditions of the Usages") specified and described by NDID as shown on

Accept and continue

[Decline](#)

2b

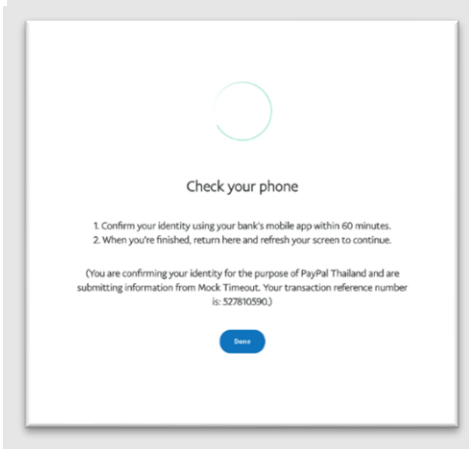


**Select the bank which you've enrolled in NDID with.** This does not necessarily have to be the same bank linked to your PayPal account.

The participating banks are:

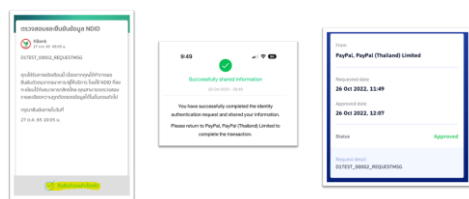
- Bangkok Bank
- CIMB Thai
- Government Housing Bank
- Government Savings Bank
- Kasikorn Bank
- Kiatnakin Phatra Bank
- Bank of Ayudhya (Krungsri)
- Siam Commercial Bank
- TMB Thanachart

2c



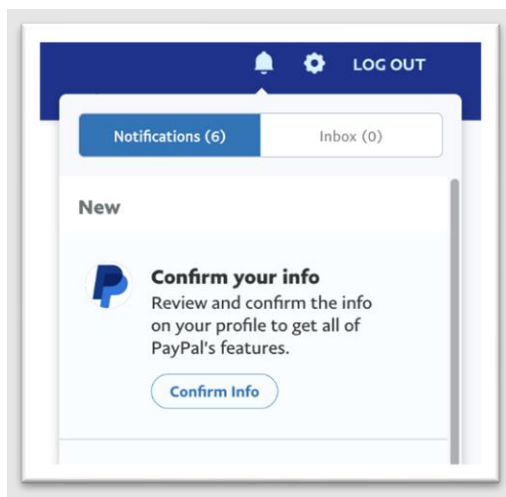
At this screen, you'll need to **open your selected bank's app and follow the on-screen instructions.** This will include taking a selfie, so please ensure you have time to complete the process within 60 minutes.

Once you've completed the process on your bank app, you should receive a success message (this will appear differently from bank to bank).

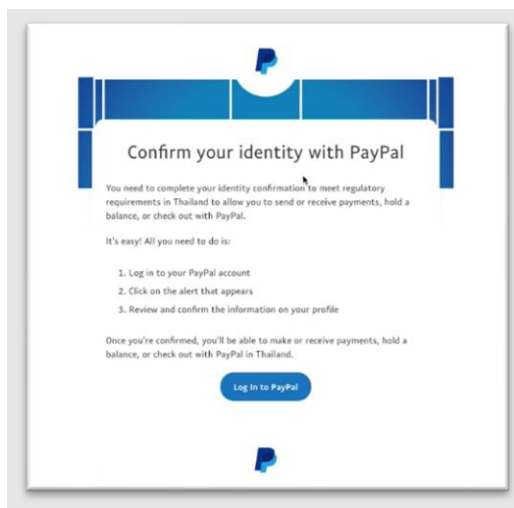


*Example success messages in bank apps*

# 2d



*Alert in account notifications*



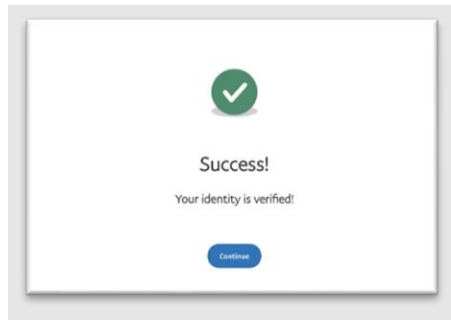
*Email notification*

After you've completed the necessary steps on your selected bank's app, **go back to PayPal to complete the identity verification process.** You can do this via any of these three routes:

- Going back to the PayPal website (please refresh your browser window) or app
- The alert in your account's 'Notifications'
- The email notification from PayPal

While you will typically be able to do this immediately after completing the necessary steps in your bank app, it is possible you may experience a delay. If you do not immediately receive an alert / email or the PayPal screen does not update even after refreshing, please retry in 15 minutes.

2e



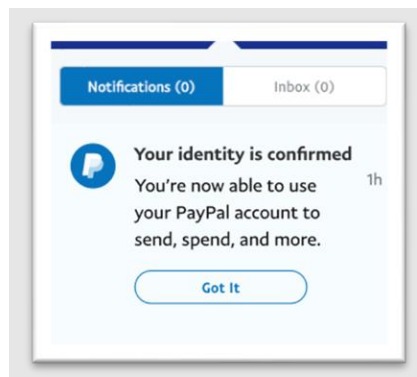
Click through the prompt, and **review the info on-screen.**

Click 'Confirm' if it is all correct.

Otherwise, click 'Edit this info' to correct any errors. Make sure you click 'Update and Continue' once you've edited your info.

A screenshot of a "Confirm your info" screen. It displays a list of personal details: Name: William Ntim, Date of birth: 11/11/1980, Citizen ID number: 1-2234-55562-34-5, Address: 815/12-3 Rama IV Thanon Nakornchaisri Bangkok 10200, Gender: Male, Status: Married, Nationality: Thailand, Contact address: 1123 Kumpau Lane, Ang Thong 14000, Contact number: +66 2xxx xxxx < landline, +66 xxxx xxxx < mobile, Occupation: Mechanic, Company name: Brothers Mechanic Shop, Office address: 554 Blue St, Ang Thong 88890. At the bottom, there is a blue "Confirm" button with a yellow progress bar to its right, and a blue link "Edit this info" below it.

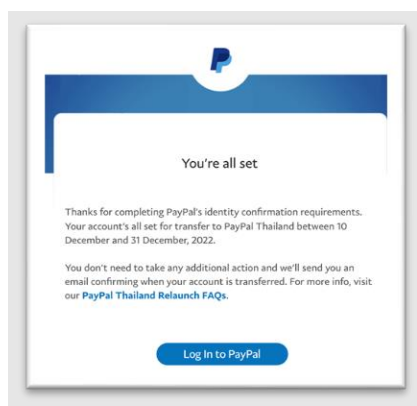
3



**You should now have successfully confirmed your identity.** You'll see this alert in your account's 'Notifications' section. You should also receive a confirmation sent to the email your PayPal account is registered to.

**If you don't see these confirmations,** please read on for some troubleshooting guidance.

*Alert in account notifications*



You can also [contact us](#) at any point. Our customer service officers will be glad to help you troubleshoot.

*Email notification*

## Troubleshooting steps

Here are some hiccups you might encounter in the process, and guidance to get around them.

If you're still running into trouble, please [contact us](#)\* instead as soon as possible. Our customer service officers will be glad to help you troubleshoot.

We do not advise that you try again repeatedly, as you are likely to run into the same issue.

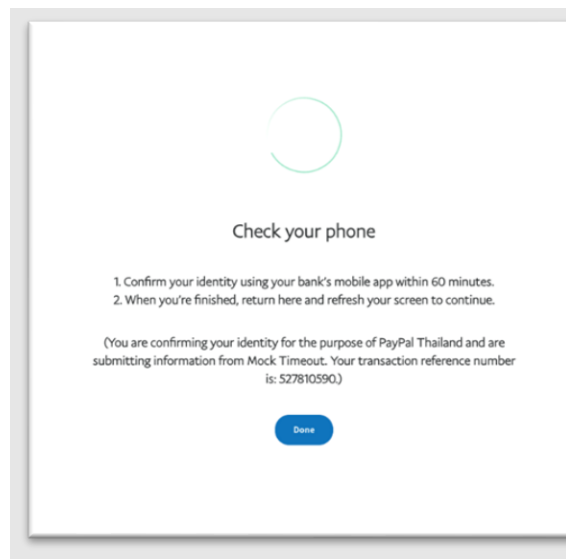
*\* Our customer service phone line (+66 2787 3409) is available Mon-Fri, 8am-5pm. Live chat is available 24/7.*

- **You're seeing "error code 30200 / 30300 / 30400 / 30800".**

If you're seeing any of those error codes, the most likely reason is that the information registered with your bank or identity provider is not up-to-date.

You'll need to follow your bank or identity provider's procedures to confirm your identity by inserting your Thai ID card into a card reader at your bank branch or ATM. This must be done in person.

Once the bank has confirmed your identity has been updated, you'll then need to try enrolling in NDID and confirming your identity with PayPal again.



- **You're stuck on this 'Check your phone' screen.**

After completing the on-screen instructions in your bank app and receiving a success message, go back to PayPal to complete the identity verification process.

If you're doing this on the PayPal website, click your browser's refresh button. (This isn't necessary in the PayPal app.)

You'll need to do this within 60 minutes.

If you don't manage to do so, you'll see a 'timeout' error and will need to start the process again.



- **You're seeing "error code 30900".**

If you're seeing "error code 30900", that means you're trying to enroll in NDID outside of your bank/identity provider's service hours.

Please try again within your bank/identity provider's service hours for NDID enrolment. You may check with them directly to confirm the available timeframes. For most bank/identity providers, this is between 8:00AM and 8:00PM.

- **You're still seeing 'verify your identity' notifications in your account overview, even after completing the process and receiving a success message.**

As long as you've received a success message after completing the identity verification process (we'll also send a confirmation to the email address registered to your PayPal account), that means you're done!

You may still see 'verify your identity' notifications in your account overview immediately after you've verified your identity – these should disappear within the next day or two so please don't be concerned.