

User Guide for Foreign Remittance Web Service

03. Foreign remittance request

(1) Introduction

This guide explains overseas wire transfer requests.

Our bank's Foreign Remittance Web Service allows you to enter wire transfer details and select from registered recipients. In addition, while you can fill in the Excel sheet used in this section on a smartphone, we recommend using a computer.

*In either case, the official Microsoft Excel app and a Microsoft account are required. We cannot guarantee the procedure will work on other applications. Please note that you may be asked to submit evidence during the review process after submitting the wire transfer request.

(2) Overseas Wire Transfer Requests

- 1 Tokyo Star Bank Website Click the "Products and Services (商品・サービス)" button on (<https://www.tokyostarbank.co.jp>).



- 2 Click on "Internet banking, App, Others. (インターネットバンキング・アプリ・その他) "



- 3 Click on "Foreign Remittance Web Service. (外国送金 Web 受付サービス) "



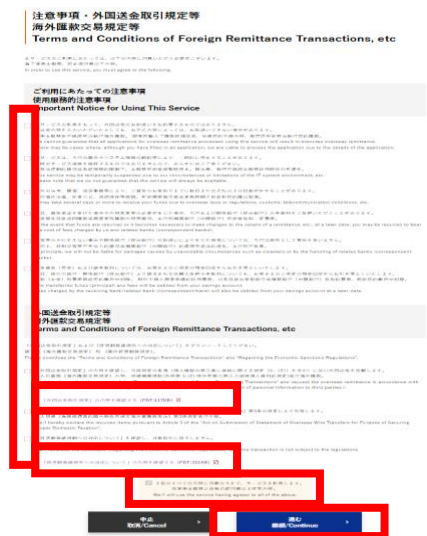
- 4 Click the "Service Login (サービスログイン)" button displayed on the top screen.



- 5 The Overseas Wire Transfer Application Service agreement screen will be displayed.

In order to use this service, you must agree to each item in the "Important Notice for Using This Service" and "Terms and Conditions of Foreign Remittance Transactions, etc."

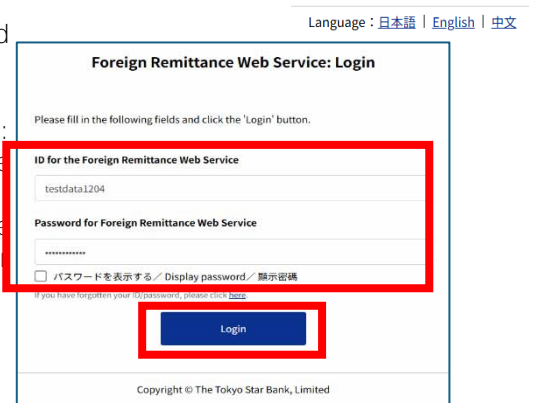
In addition, please note that you will be unable to click the "Continue (進む)" button unless you download each PDF file.



- 6 The login screen will be displayed. Enter the login ID and password you set and click the "Login" button.

* You can switch the displayed language from "Language: Japanese/English/Chinese" in the upper right corner of the screen.

* If you forget your login ID or password, click "Here" above the "Login" button. There is a separate instruction manual for reissuance.



- 7 The menu selection screen will be displayed.

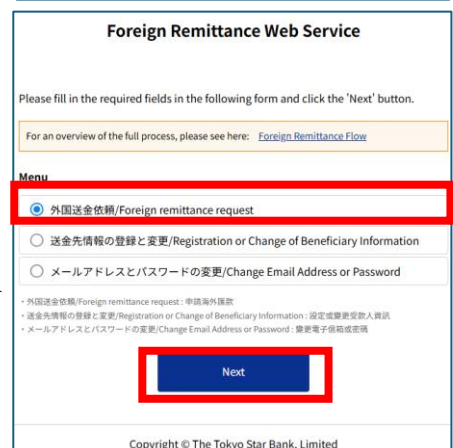
With "Foreign remittance request" selected above, click the "Next" button.

*You cannot request a overseas wire transfer in the following cases. - If the wire transfer recipient is not registered:

Please register the wire transfer recipient in advance before requesting a wire transfer.

- If the number of wire transfer requests has reached the upper limit (3 requests):

You can request a wire transfer on the day after the wire transfer is executed or cancelled.



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Follow the instructions on the main registration screen to enter the required items and click the "Next" button.

*You can register up to 3 wire transfer requests, but a 4th registration will only be possible from the day after a wire transfer is completed or cancelled.

*After submitting a wire transfer request, you will not be able to **check the request's details, so save them as necessary, such as by taking a screenshot.**

Also, please note that you will not be able to change the details without requesting a correction from us.

Item	Explanation
Currency	Select the currency to be transferred * Available currencies vary depending on whether you are an individual, sole proprietor, or corporation. Refer to the notes on the screen.
Amount of Remittance	Enter the amount to transfer *Can be entered after selecting the wire transfer currency. The input rules change depending on whether the selected currency is Yen (JPY) or another currency.
Payer of Remittance Bank Fee	Select who will pay the bank commission fee
Payment Method 1	Select the first payment method for the wire transfer. *Enter the amount to be sent in the amount field that appears after selection.
Payment Method 2	If you are sending money using multiple different payment methods, you may select a second payment method. *Enter if the payment method is different from 1. Also, make sure that the total including the amount entered in 1 is the same as the amount of the wire transfer.
Payment Method 3	If you are sending money using multiple different payment methods, you may select a third payment method. *Enter if the payment method is different from 1 and 2. Also, make sure that the total including the amounts entered in 1 and 2 is the same as the wire transfer amount.
Purpose of Remittance	Select the purpose that matches the wire transfer request details *If you select anything other than "Other", you must upload a file.
Reason of Remittance	Enter the reason for the money transfer in English *Provide a specific description. ✕ Import goods (商品の輸入) ○ Payment for furniture (家具の購入)
Download file	Download the "wire transfer purpose file" for entering country of origin, shipping origin, remittance recipient, etc.

Foreign Remittance Web Service

Please fill in the required fields in the following form and click the "Next" button.

Foreign Remittance Request

Remittance Details

Currency

~選択してください~/Select~

Supported (Individuals): JPY, USD, EUR, AUD, NZD, ZAR (Proprietors): HKD, GBP, SGD (Corps): all currencies listed

Payer of Remittance Bank Fee

☐ 送金人負担 / collect on delivery/受取人負担

☐ 送金人負担 / remitter-paid/申請人負担

Please select who will bear the remittance bank fee (included in the bank fee).

Remittance Payment 1

Payment Method 1

~選択してください~/Select~

・円振込 (当座振込) : exchange by SPOT (即時振込) (即時振込)
・円振込 (当座振込) : exchange using FORWARD EXCHANGE (前払振込) (前払振込)
・円振込 (当座振込) : No Exchange (LPO) (口座振込) (口座振込)
・外貨振込 (LPO) : No Exchange (LPO) (口座振込) (口座振込)
・外貨振込 (LPO) : No Exchange (LPO) (口座振込) (口座振込)

Remittance Payment 2 (Please enter information only if there are multiple payment methods)

Payment Method 2 (optional)

~選択してください~/Select~

・円振込 (当座振込) : exchange by SPOT (即時振込) (即時振込)
・円振込 (当座振込) : exchange using FORWARD EXCHANGE (前払振込) (前払振込)
・円振込 (当座振込) : No Exchange (LPO) (口座振込) (口座振込)
・外貨振込 (LPO) : No Exchange (LPO) (口座振込) (口座振込)
・外貨振込 (LPO) : No Exchange (LPO) (口座振込) (口座振込)

If there are multiple payment methods, please enter payment method 2 and payment amount 2. If you are using only one payment method, please leave this field blank.

Remittance Payment 3 (Please enter information only if there are multiple payment methods)

Payment Method 3 (optional)

~選択してください~/Select~

・円振込 (当座振込) : exchange by SPOT (即時振込) (即時振込)
・円振込 (当座振込) : exchange using FORWARD EXCHANGE (前払振込) (前払振込)
・円振込 (当座振込) : No Exchange (LPO) (口座振込) (口座振込)
・外貨振込 (LPO) : No Exchange (LPO) (口座振込) (口座振込)
・外貨振込 (LPO) : No Exchange (LPO) (口座振込) (口座振込)

If there are multiple payment methods, please enter payment method 3 and payment amount 3. If you are using only one payment method, please leave this field blank.

Purpose of Remittance/Message to the Beneficiary

Purpose of Remittance

~選択してください~/Select~

・輸入 : IMPORT (商品・材料の買入れ)
・贈与 : GIFT (贈与)
・留学費用 : STUDY FEE (留学費用)
・旅行費用 : TRAVEL FEE (旅行費用)
・その他 : OTHER (その他)

Please select from the pull-down menu. If you select Capital, Import, or Brokerage Trade, please enter the product name, etc. in a separate file and attach it to the "Input File for Place of Origin, Place of Shipment, Destination, etc."

Reason of Remittance

30文字以下

Please specify the reason for remittance in English.
Example: Living expense (daily living expenses), tuition (school fees), Payment for furniture (purchase of furniture). Please also specify the item name in English.

Input File for Place of Origin, Place of Shipment, Destination, etc. (required if you select "Capital", "Import", or "Brokerage trade" as the purpose of remittance)

If you select "Capital", "Import", or "Brokerage trade" in the "Purpose of Remittance" field, please download the template file through the file download button below, enter the information, and upload the file from this screen.
File format : Excel

📎 ファイルダウンロード

ファイルが選択されていません

ファイルを選択

Message to the financial institution (optional)

250文字以下

Beneficiary

Select a Registered Beneficiary

You must register the beneficiary's information in advance. Please check [here](#) for the procedure for registering the beneficiary's information.

~選択してください~/Select~

Reference for the Remittance Request

Register the Reference for the Remittance

Please add a "Reference" for this remittance. This reference will be displayed in subsequent procedures.

30文字以下

Next

Return

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Message to the financial institution	Enter if there are any points of note to convey to Tokyo Star Bank *Please note that this item will not be conveyed or sent overseas.
Select a Registered Beneficiary	Select a wire transfer recipient that has already been registered. *Only wire transfer recipients that have already been registered will be displayed.
Register the Reference for the Remittance	Enter a title for this wire transfer request (wire transfer request name). *This may be checked when verifying the wire transfer request. Enter titles that can be used to identify each wire transfer request.

Explanation on Using Excel

Category	Explanation
言語選択 /language	Select the display language
Purpose of Remittance / Authorization Details No.1~11	Select the same purpose as you used in the input screen, and pull down or directly enter the required items (double-byte characters are not allowed). * Required items vary depending on the purpose.
Message to the beneficiary No.12~13	If there is a transaction identification number or information to be notified to the recipient (wire transfer recipient), enter it directly (double-byte characters are not allowed)
Reporting items to local authorities No.14~15	If there are wire transfer purpose codes (POP codes) for central banks, etc., in each country or reporting items for local authorities, enter them directly (double-byte characters are not allowed).

Remittance Details Sheet									
		3.English		vwr.20251121					
Category	No.	Item	Must	Item type	Input	Description	Input		
Purpose of Remittance / Authorization Details	1	Purpose of Remittance	*	Dropdown	-	Select the purpose of remittance		INTERMEDIARY TRACE	
	2	Sender of Remittance	*	Dropdown	XX	Select the sender of remittance			
	3	Receiver of Remittance	*	Dropdown	XX	Select the receiver of remittance			
	4	Product/Category of Order	*	Dropdown	-	Select the product/category of order			
	5	Product/Category of Shipping Order	*	Dropdown	-	Select the product/category of shipping order			
	6	City of Remittance	*	Dropdown	27	Select the city of remittance			
	7	Destination Country	*	Dropdown	-	Select the country of destination for this remittance			
	8	Destination City	*	Dropdown	-	Select the city of the destination			
	9	Remittance Order Number	*	Text	10	Enter the remittance order number			
	10	Remittance Date	*	Date	11	Enter the remittance date			
	11	Remittance Method	*	Dropdown	19	Select the remittance method			
Message to the beneficiary	12	Transaction Identification Number	*	Text	35	Enter the transaction identification number			
	13	Message to the beneficiary	*	Text	540	Enter the message to the beneficiary			
Reporting items to local authorities	14	Reporting Item	*	Text	10	Enter the reporting item			
	15	Reporting Item	*	Text	10	Enter the reporting item			

- 9 Confirm that the entered information is correct and click the "Submit" button.

外国送金Web受付サービス
Foreign Remittance Web Service
海外匯款網路申請服務

以下の内容が正しいかご確認ください。
Please confirm that the following information is correct.
請確認以下內容是否正確。

メニュー
Menu

送金先登録番号3
Registration name of Beneficiary 3

送金先登録名簿3
Beneficiary Registration Book 3

送信
Submit
送出

戻る
Return
返回

- 10 The registration complete screen will be displayed, and the following email will be sent to your registered email address.

Sender
Tokyo Star Bank Foreign Remittance Web Service
Subject
Notification of Request Application

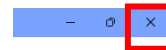
Depending on the details you have registered, we may ask you to submit or modify evidence. Note that the wire transfer request is not yet confirmed at this point.
We will conduct a credit examination, phone call-based authentication by receiving a call from the customer (described later), and a callback from our bank.
Please note that it may take several days to complete the wire transfer process.

外国送金Web受付サービス
Foreign Remittance Web Service
海外匯款網路申請服務

送金件名 / Reference/匯款申請主旨：テストデータ20251005
送金依頼日時 / Remittance Date&Time / 匯款申請時間：2025/10/05 15:13:42

ご登録いただきありがとうございます。お申込み完了のメールはご登録のメールアドレス宛に届きますのでご確認ください。
Thank you for your registration. You will receive a confirmation email to your registered email address.
本次申請已完成，感謝您的配合。確認郵件已發送到您註冊的電子信箱，敬請查收。

- 11 Close the browser with the **X** button in the upper right corner of the screen to finish.



(3) Phone Call-based Authentication

- 1 You will receive a phone call-based authentication request email via your registered email address.

Sender
Tokyo Star Bank Foreign Remittance Web Service
Subject
Request for phone call-based authentication

Click the URL in the email to open the dedicated screen for phone call-based authentication.
* If the call-based authentication is not completed within one or two weeks after the first email is sent, a reminder email will be sent.



以下のURLからアクセスをお願いします。
URL: <https://fms.tokyostarbank.co.jp/us/c2/u532f?l1=1&l2=41M8c8Tzgf&l3=Z4WzY>
ご本人様確認が完了しない場合、外国送金のお手続きを進めることができませんので、あらかじめご了承ください。

2 The login screen will appear, so enter the login ID and password you set and click the "Login" button.

Language : [日本語](#) | [English](#) | [中文](#)

* You can switch the displayed language from "Language: Japanese/English/Chinese" in the upper right corner of the screen.

* If you forget your login ID or password, click "Here" above the "Login" button. There is a separate instruction manual for reissuance.

* If you have been addressing deficiencies in a wire transfer request before logging in with phone call-based authentication, you may not be able to log in normally. If you are unable to log in, please email the following contact information with your login ID and name, and mention that you cannot log in to the phone call-based authentication system.

Contact information: support_frws@ak8.tokyo-starbank.co.jp
(Customer Service Department (Overseas Wire Transfer Desk))

Foreign Remittance Web Service: Login

Please fill in the following fields and click the "Login" button.

ID for the Foreign Remittance Web Service

testdata1204

Password for Foreign Remittance Web Service

☐ パスワードを表示する / Display password / 顯示密碼

If you have forgotten your login ID or password, please click "Here".

Login

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3 Enter the 17-digit "Remittance request number" written in the email into the "Remittance request number" field on the screen, and click the "Next" button.

Foreign Remittance Web Service: Identity Verification (Call Authentication)

海外匯款網路申請服務 本人身分確認手續 (電話驗證)

送金依頼番号: ABC12345678912345

送金依頼番号
Remittance request number
匯款申請編號
ABC12345678912345

次へ
Next
下一步

4 The last four digits of your registered phone number will be displayed. This number will be used for the phone call-based authentication process that follows, so prepare the telephone (smartphone, landline, etc.) that can make calls from this number and click the "Next" button.

* If the displayed number is incorrect, stop at this point and contact the email address below. If you recall anything about the discrepancy in the number, please indicate such in the email. (Example: My number changed on buying a new smartphone)

Contact information: support_frws@ak8.tokyo-starbank.co.jp
(Customer Service Department (Overseas Wire Transfer Desk))

外国送金Web受付サービス 本人確認手続き (着信確認)

Foreign Remittance Web Service: Identity Verification (Call Authentication)

海外匯款網路申請服務 本人身分確認手續 (電話驗證)

当行にご登録のお電話番号 (Your phone number (registered with our bank))

03-XXXX-XXXX

次へ
Next
下一步

5 The phone call-based authentication will start when you click the "Start Call Authentication" button. Have your phone ready before clicking the button.

* The phone call-based authentication is valid for 2 minutes after pressing the button. Be sure to have the phone ready before clicking the button.

6 The displayed screen and method of operation differ depending on the device used in step 5. Conduct the phone call-based authentication having read the following. Note that, even when accessing from within Japan, an overseas style number will be displayed. Please be assured that no phone bills are incurred for phone call-based authentication.

- Smartphones (same in Japan or overseas)
 - Tap the displayed number to make a call

- PC
[When performing phone call-based authentication with a smartphone] (same in Japan or overseas)
 - Using the phone you will use for phone call-based authentication, read the displayed QR code and make a call

[When performing phone call-based authentication with a landline or PHS]
(If in Japan)

- Use the displayed number with the phone to be used for phone call-based authentication and dial, manually replacing +81 with 0, then make the call.
e.g.) +81 50-1234-5678 → 05012345678

(If overseas)

- Use the displayed number on the phone to be used for phone call-based authentication, manually replace the + with 010, then make the call.
e.g.) +81 50-1234-5678 → 010815012345678

If the phone call-based authentication failure screen appears, it may be due to the following. Please check the status and try again. *The status will be displayed on the screen

- 120 seconds have passed since the screen was displayed
- Phone number notification for outgoing calls are turned off.
- (If you entered the number manually) The entered number is incorrect.
- You are calling from a 050 number.

外国送金Web受付サービス ご本人確認手続き (着信認証)
Foreign Remittance Web Service: Identity Verification
(Call Authentication)
海外匯款網路申請服務 本人身分確認手續 (電話驗證)

当行にご登録の電話番号「*****3369」(下4桁のみ表示)で認証手続きを行います。
次の画面で認証用電話番号が表示されますので、上記ご登録の電話番号から電話をおかけください。
「着信認証を始める」をクリックすると外部サイトへ遷移します。
To conduct call authentication, please call the authentication phone number from your registered phone number *****3369 (last 4 digits shown).
The authentication phone number will be shown on the next screen. Click "Start call authentication" to proceed to the external site.
若使用您在行登録的電話號碼「*****3369」(僅顯示後四碼)進行驗證手續。
下一個畫面將顯示驗證專用電話號碼。請使用上述登錄電話號碼撥打至該號碼。
點選「進行電話驗證」後，系統將切換至外部網站。



Smartphone



PC



- 7** Immediately after making a phone call, the call will be disconnected with a "busy" signal, and if it is confirmed that the call was made from the correct number, the phone call-based authentication screen will automatically switch. You may then close the screen. Also, the following email will be sent to your registered email address.

Sender

Tokyo Star Bank Foreign Remittance Web Service

Subject

Notice of "Phone Call-based Authentication" Completion

外国送金Web受付サービス ご本人様確認手続き（着信認証）
Foreign Remittance Web Service : Identity Verification (Call Authentication)
海外匯款網路申請服務 本人身分確認手續（電話驗證）

ご本人様確認手続きが完了しました。

お手続きいただきありがとうございました。以下の送金依頼番号でお申し込みいただいた送金を実行いたします(*)。この画面は閉じていただいて問題ございません。

(*)資金送金実行前にお客様宛に確認すべき事項を発見した場合、改めてお問い合わせする場合がございますので、ご了承ください。

Identity verification is complete.

Thank you for carrying out the relevant procedures.

- 8** Close the browser with the ✕ button in the upper right corner of the screen to finish.

