



Standard Bank

# Sending and Receiving a BlueVoucher is Now Simpler

If you've ever found the BlueVoucher process challenging, we have simplified it for you. Explore the changes and experience simplicity like never before.



## What Changed?

### For Senders: :

1. You will no longer receive the voucher details via SMS.
2. You can no longer cancel vouchers via Internet Banking. Call the Customer Contact Centre (CCC) on **92860** to cancel a voucher and request a reversal. Please note that reversal is only possible if the recipient has not withdrawn the money.
3. It is important to ensure that the recipient's cellphone number is always correct.
4. You will no longer receive notifications when the recipient withdraws the voucher.
5. The voucher will no longer expire within 30 days.

Please note that the issuing process of vouchers remains unchanged.

### For Receivers:

1. Instead of receiving the voucher number, you now receive a PIN via SMS.
2. The SMS with the PIN and voucher details will now come from PayPal.
3. You can generate your PIN anytime and no longer need to call our CCC.
4. A PIN is now valid for 12 hours. If you need to withdraw the voucher after 12 hours, you can generate a new PIN via **\*140\*6626#**, reply with #6 (BlueVoucher) -> then #2 (Withdraw BlueVoucher), or log into the PayPal App under BlueVoucher -> Withdraw BlueVoucher.
5. You can now redeem multiple vouchers at once. However, please note that you should use the last PIN received from PayPal for withdrawal (all previous PINs will not work at the ATM). Alternatively, generate a new PIN if it is older than 12 hours.
6. Partial redemption is now possible. If you don't use the entire voucher amount, the remaining balance will be transferred to your main PayPal wallet and can be used for other PayPal services.
7. If you have forgotten your PayPal password (required for a new Blue Voucher PIN request), you should request a reset by following the existing process. You can reset your password by calling CCC at **92860** or visiting your nearest branch.
8. If you are new to PayPal, an automatic voucher wallet will be created for you. If you want to request a new PIN via USSD number **\*140\*6626#**, you will need to provide your name and surname and secure your PayPal wallet by creating a four-digit PIN. After that, you can generate the PIN by following the steps to generate a PIN from PayPal USSD.

### How to redeem/withdraw at the ATM:



### How to generate a PIN from PayPal USSD/Shortcode:



### How to generate a PIN from the PayPal App:



92860

Disclaimer:

**Fraud Tip:** Standard Bank will NEVER request an OTP or PIN over the phone.